









National Small Business Week June 17-21, 2013

Program





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U.S. Small Business Administration Washington, DC



Dear Friends,

National Small Business Week is the U.S. Small Business Administration's (SBA) signature event honoring small businesses and the vital role they play in our communities and our economy.

We've had an exciting, informative and productive week already, with successful events in Seattle, Dallas, St. Louis and Pittsburgh. In each of these cities, we provided opportunities for small businesses and entrepreneurs to learn more about topics ranging from access to capital to exporting.

As we bring National Small Business Week to our Nation's Capital, I'd like to congratulate the more than 100 National Small Business Week 2013 award winners. We had an impressive group of nominations this year, and you should all be extremely proud of the companies that you have built.

Over the course of the next two days, we are hosting a wide array of activities, including speed mentoring and sessions to learn more about implementation of the Affordable Care Act. There also will be a business matchmaking session allowing attendees to network with one another.

National Small Business Week is always an educational and productive week for everyone involved. Thank you for being here as we honor and celebrate America's small businesses and entrepreneurs.

Warm Regards,

Karen G. Mills Administrator U.S. Small Business Administration

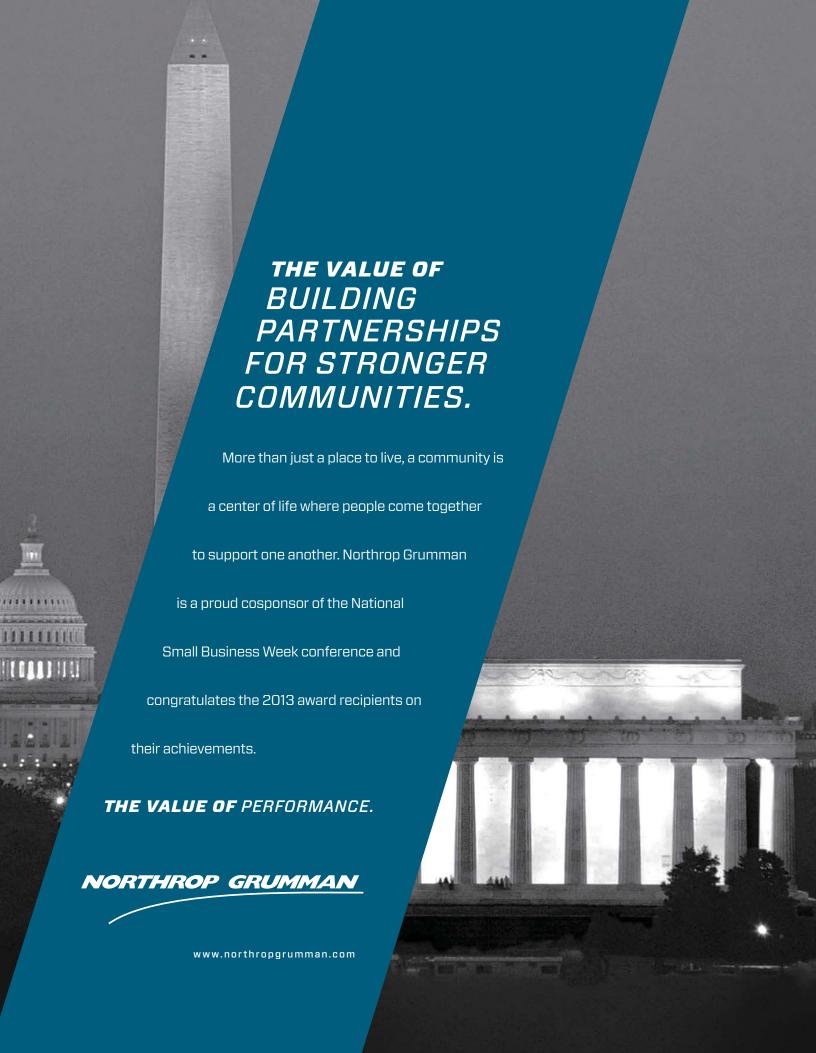


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Schedule of Events — Thursday, June 20th

8:30 AM - 9:30 AM

Registration | Grand Ballroom Foyer

8:45 AM - 9:30 AM

Speed Mentoring | Congressional Foyer

10:00 AM - 2:00 PM

Business Matchmaking | Congressional C

6:30 PM - 9:00 PM

Evening Reception – Sponsored by Staples | TBD

Schedule of Events — Friday, June 21st

8:30 AM - 9:30 AM

Registration | Grand Ballroom Foyer

8:45 AM - 9:30 AM

Speed Mentoring | Congressional Foyer

10:00 AM - 2:00 PM

Business Matchmaking | Congressional C

9:00 AM - 10:30 AM

Breakfast Awards Ceremony – Phoenix Awards and Procurement Awards | Grand Ballroom

10:45 AM – 11:45 AM

Affordable Care Act ADP Panel | Congressional A&B

12:00 PM - 2:30 PM

Lunch Awards Ceremony – State Small Business Awards | Grand Ballroom

3:00 PM - 4:00 PM

Expanding Your Business Through Exporting | Congressional A&B

6:00 PM - 7:00 PM

VIP Sponsor Reception | (The room located in the rear of the Renaissance restaurant)

7:00 PM - 8:30 PM

Dinner Awards Ceremony – Entrepreneurial Awards and Lender Awards | Grand Ballroom

Rob O'Brian, President

Joplin Area Chamber of Commerce 320 East 4th St. Joplin, MO 64801 (417) 624-4150 robrian@joplincc.com

On May 22, 2011, the deadliest tornado to hit the U.S. since modern recordkeeping began in 1950 destroyed or badly damaged more than 550 businesses in Joplin, Missouri. A huge portion of the city's tax base was reduced to rubble, and more than 5,000 jobs were in danger of being lost for good. As leader of Joplin's business community, Rob O'Brian knew he'd have to think big and move fast to rebuild the city's commerce center. After securing a space for the SBA's Business Recovery Center (BRC), Rob directed his staff at the Joplin Area Chamber of Commerce to canvass the hardest hit areas and make phone calls to learn what each business needed to recover. Within three weeks, Rob and his team had talked to more than 420 business owners, steering most of them to the SBA's BRC where they could



apply for SBA disaster loans, and get counseling on how to build a more resilient business.

With an eye on connecting businesses in need with the resources that could help them, Rob maintained good relationships with government officials and private-sector partners who would ultimately help with Joplin's long-term rebuilding. The Chamber also sponsored business recovery expos, covering topics including business plan development, overcoming post-disaster rebuilding challenges and tips on starting a new business. Today, out of the 553 businesses at risk of closing after the tornado, 500 of those companies are back in business. More than 90 percent of the jobs impacted by the storm remain in place, and 40 new businesses have opened.

2013 | Phoenix Award Winner

Natalie H. Robottom, President

St. John the Baptist Parish
St. John Parish Administration
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LaPlace, LA 70068
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parishpres@sjbparish.com



When the National Weather Service sent out the first Hurricane Isaac warning on Sunday, August 26, 2012, Natalie Robottom took action. The St. John the Baptist Parish president coordinated with local officials to secure road barricades in anticipation of flooding, and executed door-to-door evacuation efforts. Natalie also shared storm updates with the parish residents via press releases and social media. By Wednesday, more than 3,000 residents and 200 pets were evacuated. Hurricane Isaac's wake left five feet of floodwater, mountains of debris, power outages and an emotionally devastated community. Natalie's decisive leadership in the early stage of the area's recovery had a calming, unifying impact.

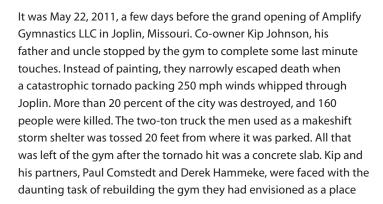
First, she organized the distribution of food, ice, water and tarps.

Natalie directed parish staff to work with the Department of Housing

and Urban Development, the Louisiana Housing Task Force and FEMA to address the housing needs of residents. She also coordinated, along with SBA, the Louisiana Department of Economic Development and the local Small Business Development Center to establish a Business Recovery Center. She connected with an association that educated residents about building contractor fraud, and she set up a volunteer center where the elderly and disabled could get help. Meanwhile, Natalie went to Washington, D.C. to testify before the U.S. Senate Homeland Security and Government Affairs Committee to advocate for levee protection and parish recovery. With an uplifting message and a determination to rebuild better and stronger, Natalie demonstrated vision and tenacity as she tirelessly led the efforts to make St. John the Baptist Parish whole again.

Paul Comstedt, Co-Owner/Gym Manager Derek Hammeke, Co-Owner/Manager Kip Johnson, Co-Owner/Physical Therapist

Amplify Gymnastics LLC
2011 Stephens Blvd.
Joplin, MO 64804
(417) 659-9200
E-mail: paul@amplifygymnastics.com,
derek@amplifygymnastics.com,
kipjohnson@amplifygymnastics.com





where local kids could get training for their bodies and mentoring for their lives. The trio decided to move forward and got an SBA disaster loan for \$256,100. The loan covered rebuilding costs and operating expenses. In February 2012, Amplify held its grand opening with an enrollment of more than 200 youth athletes. Within a few months, 300 more had joined the gym, surpassing Amplify's five-year goal. The gym's initial staff of 10 grew to 23, and the partners are planning an expansion. Paul, Derek and Kip's dream to help Joplin's youth build memories of positive relationships and solid life lessons did not die easy, and has inspired many.



Ellen M. Didier, President

Red Sage Communications, Inc. 111 2nd Ave. NE Decatur, AL 35602 (256) 560-0098

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Entrepreneurs, often times women entrepreneurs, look for flexibility in a business because not only are they running a business but sometimes a family as well.

Ellen Didier, president of Red Sage Communications Inc. (Red Sage) was targeting flexibility as a key factor when she founded the company in 2006. Red Sage has a regional focus and handles strategic marketing, branding, graphic design and website development. Red Sage includes in its stable of clients some large companies and two major hospitals. In recent years the company has expanded its client base to further include county economic and community development organizations, as well as numerous small business clients.

Ellen has led her award-winning firm to growth and recognition as a company that yields results for its customers by providing solutions



that drive sales and improves communication with stakeholders and potential customers. The company is also very active in community affairs and Ellen, chairwoman of her county Chamber of Commerce, created its first CEO Roundtable.

Red Sage sought and received counseling from local SBA resource partners: the Women's Business Center of North Alabama in Huntsville, and the local Small Business Development Center and SCORE—For the Life of Your Business, both located at the University of Alabama in Huntsville. Red Sage continues to expand both its revenue and number of employees. Red Sage currently has seven employees. In addition to her chief executive duties, Ellen's family includes five children and two grandchildren.

Alaska 2013 | Small Business Persons

Doug Coon, Owner Justin Herrin, Owner

Young's Gear LLC 239 E. International Airport Road Anchorage, AK 99518 (907) 561-2106

E-mail: youngsgear@alaska.net; ygjustin@alaska.net

Before becoming owners of Young's Gear LLC, an automotive parts and service business specializing in on and off highway vehicle drive trains and auto repairs, Justin Herrin and Doug Coon worked for the company. With the help of a SCORE counselor and an SBA-guaranteed loan, Justin and Doug purchased the business from the owner in 2007. In 2008, Justin and Doug obtained a second SBA-guaranteed loan to cover financial obligations held by company's previous owner.

Since purchasing the business, Justin and Doug have significantly increased sales, profits, cash flow and the overall net worth of the business. They continue to post record number of growth in sales,





profits and employees. Justin and Doug have added two additional vehicle hoists to increase production efficiency and better serve their customers. They have grown revenues from \$333,000 in 2008 to \$744,000 in 2012.

In the past five years, with help from SCORE, the Alaska Small Business Development Center and SBA-guaranteed loans, Young's Gear LLC has improved the efficiency of operations and inventory, increased its number of employees from six to 13 and have created jobs for the Anchorage community. The company services Anchorage, Matanuska-Susitna Valley and other outlying areas of the state.

John L. Stonecipher, President & CEO

Guidance Aviation, Inc. 6565 Crystal Lane Prescott, AZ 86301 (928) 443-9370

E-mail: john@guidance.aero

John Stonecipher is President and CEO of Guidance Aviation in Prescott, Arizona.

Some entrepreneurs get their inspiration late in life, others like John know from youth what they want and pursue it with life-long persistence and passion.

As a young boy growing up in Pasadena, California, John's future was forged as he watched police helicopters fly overhead. By eighteen, John was certified to fly. By nineteen, with an instructor's certificate in hand, he was teaching others the intricacies of helicopter flight.

John founded Guidance Aviation in 1998 and the company took residence at Prescott's Municipal Airport. From there, John's dream



of creating a first rate, high altitude flight school literally took off. The company's progression is a testament to success. Characterized by innovation and growth, the school soon won FAA approvals, created alliances with the Yavapai Sheriff's Office, won approval from the U.S. Department of Veterans Affairs to train veterans and received accreditation with Embry-Riddle University. Yavapai College has partnered with Guidance Aviation and offers an Associate of Applied Science Professional Helicopter Pilot Degree Program.

Today Guidance Aviation has a staff of 55, fifteen aircraft and a waiting list of students ready to take flight into their futures.

Arkansas 2013 | Small Business Persons

Charlott Adney, President

Advanced Aesthetics of Arkansas, Inc. 9500 Kanis Road, Suite 503 Little Rock, AR 72205 (501) 537-0130 E-mail: chotsie57@comcast.net

After earning her aesthetician's license in 1985, Charlott Adney honed her skin-care expertise by working in salons, and learned the art of medical aesthetics from Dr. Kris Shewmake, chief of plastic surgery at the University of Arkansas Medical School (UAMS). As a young aesthetician, Charlott—eager to become accomplished at healing and making people feel beautiful—learned how to perform makeup on patients with burns and surgical reconstruction. In 1995, Charlott and Dr. Shewmake established Arkansas Plastic Surgery, using their combined expertise to provide skin-care services. Charlott became an expert at treating skin problems using a variety of techniques, including chemical peels and laser treatments. In 2005, Dr. Shewmake and the partners of Arkansas Plastic Surgery offered its aesthetics business to Charlott for purchase. The doctors felt that their efforts were better focused on their core business, and that Charlott would



have more success owning the aesthetics side of their care system. The deal was consummated in March 2006 and Charlott opened Advanced Aesthetics of Arkansas, Inc.

Since then, total assets have grown 83 percent, and the net worth of the business increased 109 percent with a cash flow average of \$153,000. Providing services including facial laser treatments to eliminate sun spots, rosacea and spider veins, the business expanded after receiving an SBA-guaranteed loan in 2010, allowing Charlott and her staff of five to move into a 1,500 square-foot space. And Charlott gives back to her community. She works to create beauty through her activities with the Arkansas Children's Hospital, Habitat for Humanity and the Miracle League of Arkansas.

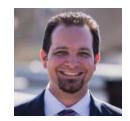
Michael "Jason" lanni, President

M Bar C Construction, Inc. 674 Rancheros Drive San Marcos, CA 92069 (760) 744-4131

E-mail: jasoni@mbarconline.com

M Bar C Construction, Inc. is a national leader in the design and installation of solar carports and canopies. Michael "Jason" lanni launched his company with just two employees in 2005, and now has more than 75 full-time employees. The firm has done work in four states.

Over the past three years, the family-owned and operated business has grown in size by more than 550 percent by carving a niche for itself in the solar world. M Bar C Construction, Inc. was formed to serve the increasing demand of commercial, government and industrial customers for more environmentally friendly solar carports and canopies. M Bar C Construction installs 30-40 megawatts of solar canopies each year.



Jason is proud of his Italian heritage and says it taught him to work hard for what he wanted. The success of his company illustrates his unparalleled work ethic and lifelong dedication and commitment to quality and performance for both his customers and employees.

With the assistance of an SBA 504 loan, the company purchased a 22,565 square-foot building as a new home for M Bar C Construction in 2012. Jason also formed two additional companies, ABS Equipment Leasing and iForce Building Products, both of which are housed in the new location.

Colorado 2013 | Small Business Persons

Virginia McAllister, President

Iron Horse Architects, Inc. (IHA) 475 17th St., Suite 720 Denver, CO 80202 (720) 855-7572

E-mail: Virginia@ihamail.com

Virginia McAllister is a graduate of architecture school and a former teacher at the University of Colorado's Graduate School of Architecture and Planning. Virginia launched Iron Horse Architects, Inc. (IHA) in 2005 to offer customers help in bringing together design, constructability, work and life.

Virginia has more than 25 years of diverse experience in development, design and construction in the field of architecture. Prior to founding IHA, she was introduced to the world of multifamily urban infill as the architect on the Metropolitan Lofts, the first residential multifamily new construction in Denver's burgeoning Golden Triangle neighborhood. She later became the core architect for the Hyatt Regency Convention Center Hotel.



IHA oversees project management, interior/architectural design and business development/marketing. Virginia played an integral role in the design and execution of the Landmark Development in Greenwood Village. Landmark is a successful example of a transit-oriented development allowing easy access to public transportation with units in the first tower selling out in four hours.

Virginia supports small businesses, minority-owned small businesses and women-owned businesses within the industry by regularly teaming with other women-owned small businesses. IHA is the prime architect on four new rail stations for Denver's Transportation District in which there are three other women-owned small businesses under IHA's scope. Virginia also assists small businesses with marketing.

Christopher R. Runyan, President

Runyan Enterprises LLC (dba GameXChange) 36 Coolridge Road Milford, CT 06450 (479) 263-8003

E-mail: runyanre@gmail.com

Chris Runyan relocated more than 1,300 miles to Stamford, Connecticut from Bentonville, Arkansas in 2009, but it was a small sacrifice considering it brought him closer to his passion... gaming.

Chris had considered opening a GameXChange franchise in Arkansas. He discovered that while there were no GameXChange franchise opportunities in Arkansas where the franchise was founded, there were territories available in Connecticut. GameXChange is a franchise retail store that sells, purchases and trades new and pre-owned electronic gaming and other entertainment hardware, software and accessories.

After living in Connecticut for just one week, Chris contacted an SBA resource partner, SCORE – For the Life of Your Business, which provides free counseling and other assistance to small business owners.



The SCORE chapter in Norwalk helped Chris obtain a loan from the Connecticut Community Investment Corporation, an SBA micro lender, which gave him a \$35,000 loan to open his first store in Orange, Connecticut in March 2011.

Over time Chris's business became more profitable, and he expanded by obtaining three more microloans and opening three more locations in Connecticut. Not only has Chris launched a total of six GameXChange franchise locations, but his first store in Orange was ranked sixth out of more than 50 GameXChange stores in revenues for 2012, in just its third year in operation. Chris has created 36 new jobs.

Delaware 2013 | Small Business Persons

Coleman E. Bye III, President/Owner

The Mercantile Press, Inc. 3007 Bellevue Ave. Wilmington, DE 19802 (302) 764-6884

E-mail: corky@mercantilepress.com



The Mercantile Press, Inc. is the oldest printing company in Delaware. Founded in 1871 by Harry Bye, the company now specializes in product labeling, direct-mail printing and packaging. Today, The Mercantile Press, Inc.'s primary customers are businesses in the agricultural, chemical, pharmaceutical and medical device industries.

Coleman E. Bye III, the company's fourth generation owner, took charge of the family business in 2001 at one of the most financially tenuous times in the company's history. Six months before, one of the company's largest customers had moved its manufacturing overseas, taking with it more than 20 percent of The Mercantile Press, Inc.'s annual sales. Undaunted by this turn of events, Coleman re-tooled the company's customer base, adding the political direct-mail industry to its roster of clients and stabilizing its bottom line.

Then the severe recession of 2008 dealt the entire printing industry a devastating blow. By the end of 2009, The Mercantile Press, Inc.'s sales had fallen 29 percent compared to the previous year. Coleman reached out to the Delaware SCORE chapter, which helped him identify new opportunities. Together Coleman and SCORE explored the company's potential to get into the label market by developing a business plan to tap into it. These moves paid off. After investing in technology upgrades, new equipment and employee training, The Mercantile Press, Inc. saw a sales increase of 8 percent, to \$3.6 million in 2012.

District of Columbia 2013 | Small Business Persons

Tom J. Loftus, President, Founder and CEO

LS Technologies LLC 2750 Prosperity Avenue, Suite 400 Fairfax, VA 22031 (703) 673-2211

E-mail: tom.loftus@lstechllc.com

Tom Loftus, president, founder, and CEO of LS Technologies LLC knows a thing or two about "going the extra mile for a customer" after a distinguished 23-year career as a public servant providing engineering and information technology expertise to the U.S. Coast Guard and the Federal Aviation Administration. In 2000, Tom combined his technical expertise and his passion for business, and LS Technologies LLC—a privately-owned, full-service program management and technical support services firm—was born, albeit without a line of credit or outside financing.

LS Technologies LLC, a recent graduate of the SBA's 8(a) Business Development program, provides project and procurement



management services, business and finance, IT and engineering support, multi-tiered help desk and secure communications and emergency operations services to several federal agencies across the country including the Departments of Transportation, Commerce, Defense and Treasury. The company has a diverse workforce of 216 professionals in 125 cities and across 26 states including Alaska, Hawaii and the U.S. territory of Puerto Rico.

While the company was recognized as one of Washington Technology's *Top 25 8(a) firms* in 2010, Tom is personally known for his philanthropic efforts.

Florida 2013 | Small Business Persons

Steve Miller, Founder and President

EPreward 123 N. Congress Ave. #393 Boynton Beach, FL 33426 (561) 779-1040 E-mail: steve@epreward.com

After a 33-year career in the medical profession working mainly in the emergency, cardiac catheterization and electrophysiology departments — as well as several stints as a part-time entrepreneur — Steve Miller was ready to dive head first into full-time small business ownership.

Steve's background provided him with an in-depth knowledge of the use of hospital devices, so in 2003, he founded EPreward, Inc. to provide precious metals recovery services to cardiology departments and medical offices. He later added free, web-based continuing education programs, staff relocation assistance and unused medical device redistribution services. EPreward expanded its medical



recycling services to include whole devices, which are then sold to reprocessors and research and development departments. EPreward employs 10 full-time employees and had revenues of more than \$2.8 million in 2012.

Steve's social commitment runs deep. In early 2013, he established the non-profit, Strong Heart Foundation, to provide blood pressure and atrial fibrillation detection monitors to screen people in underserved communities.

A native of Boulder, Colorado, Steve now lives in Boynton Beach, Fla., with his wife Rhonda.

Beth Cayce, Founder & CEO

CaraVita Home Care 648 Mimosa Boulevard Roswell, GA 30075 (770) 643-1712

E-mail: bethc@caravita.com

The passion to help others and the compassion for their needs was born when Beth Cayce was just 16 years old and became the primary caregiver for members of her family. That spark of passion and compassion ignited a vision that has fanned the flame of a 30-year career dedicated to caring for the health of others.

Started in 1998, CaraVita Home Care (CaraVita) has provided in-home personal care services to 16,000 seniors in the metropolitan Atlanta area for more than 15 years. Beth is a strong advocate in providing an innovative approach to help families establish a healthy balance in their lives as they care for their loved ones. In addition to serving seniors, CaraVita offers a Caregiver Academy for family members to learn the skills necessary to care for loved ones.

A pioneer in her field, Beth opened the northern Atlanta area's "smart house" to showcase and demonstrate ways to blend technology with services and equipment that allow seniors to remain independent longer.

Beth sought the assistance of the SBA's Small Business Development Center located at Georgia State University in Atlanta for help in the areas of human resources and operational logistics and it paid off. In the fourth quarter of 2012, revenues came in ahead of company expectations.

CaraVita has evolved from a few core staff to more than 190 professional nurses, social workers, therapists, geriatric care managers and certified nursing assistants.

Guam 2013 | Small Business Persons

Christopher F. Bejado, President and Director of Hospitality

Marianas Slingstone, Inc. (dba PROA) P.O. Box 10648 Tamuning, Guam 96931 (671) 646-7762

E-mail: proaquam@gmail.com



Blending the best of Chamorro cuisine, and the warmth of Guam's Hafa Adai spirit and worldly refinement is what Christopher F. Bejado, president of Marianas Slingstone Inc., doing business as PROA does best. It has resulted in entrepreneurial success and fine cuisine for his restaurants' patrons.

Christopher, along with business partner Geoffrey Perez, launched the PROA and Sweet Relief restaurants after receiving an SBA Express loan. The restaurants feature native Guam cuisine that embodies the island's rich culture.

The son of a Filipino migrant, Christopher grew up learning about the challenges and rewards of small business ownership by studying his father at work every day.

After obtaining a degree in Travel Industry Management in Hawaii, he discovered a love for the restaurant business. At age 23, Christopher returned to Guam and opened his first restaurant, De Niro's Pasta Kitchen. While the restaurant remained open for just two years, Christopher quickly learned from his experience.

In 2006, PROA restaurant opened with 12 employees. Noting that one of his proudest

accomplishments is being able to provide employment and career opportunities for local youth, Christropher works hard to teach his employees and find ways to creatively use their individual talents.

Today PROA has 86 full-time and 12 part-time employees, contributing to Guam's employment and economy by supporting local farmers, distributors and other small businesses. In November 2012, PROA opened its second location in the heart of Hagatna as a way to help revitalize the capital of Guam.

David R. Yogi Jr., P.E., Member James K.P. Kwong, Ph.D., P.E., Member

Yogi Kwong Engineers LLC 1357 Kapiolani Boulevard, Suite 1450 Honolulu, HI 96814 (808) 942-0001

E-mail: dave@yogikwong.com; james@yogikwong.com

Since this geotechnical engineering firm started in 2005, Yogi Kwong Engineers LLC (YKE) has been recognized as an innovative, forward-thinking leader in state of the art technology design and construction management. The award-winning small business specializes in trenchless technology, also known as micro-tunneling, that allows underground work on sewers and water mains in urbanized areas without disruption to traffic, the surrounding community and water systems.

With their combined management skills and commitment to excellence, David Yogi and Dr. James Kwong have built a thriving,



profitable business through tough economic times, increasing revenues each year. In 2009, they started their own drilling business to conduct work that had previously been subcontracted. In 2010, combined gross revenue peaked at \$10.3 million, annual revenues grew nearly twelvefold, and staff increased from seven to 40. YKE currently has 52 employees on its payroll.

YKE strives to be a good corporate citizen, and each year the company donates to several local colleges, the Boys and Girls Club of Hawaii, and the Special Olympics.

Idaho 2013 | Small Business Persons

Daniel B. Todd, President

Triple T Enterprise, Inc. dba Smoky Mountain Pizzeria Grill 408 E. 41st Boise, ID 83714 (208) 433-9598

E-mail: dantodd@smkymt.com

"High heels and high chairs equally welcome," is the unofficial motto of the family friendly but still adult pleasing restaurant known as the Smoky Mountain Pizzeria and Grill—one of nine casual, Italian restaurants under Daniel Todd's corporate entity, Triple T Enterprise, Inc. (Triple T). Daniel and his family opened their first restaurant in 1995, and in 2001 Daniel became the President and CEO. The company has grown to include nine restaurants throughout Idaho and Utah with 260 employees.

Triple T proved to be a survivor during the toughest economic recession in 100 years and high turnover in the restaurant industry. Daniel hunkered down and positioned the company for future



expansion by paying off a significant portion of the company's long-term liabilities and maintaining operating income of two to four percent of revenues. In 2012, Daniel used an SBA 504 loan to expand and relocate the Smoky Mountain Pizzeria and Grill.

The new location boasts a new menu serving pizza, pasta, salad, burgers, calzones and includes a large patio dining area to accommodate patrons and live music. It also features a game room with eight flat screen TVs, a new bar and a banquet room for birthdays, baby showers and wedding rehearsal dinners.

Saqib Nadeem, Founder & CEO

Paradise 4 Paws LLC 10516 United Parkway Schiller Park, IL 60176 (847) 678-1200

E-mail: saq@paradise4paws.com

Brainstorming with a group in his Entrepreneurship class at the Kellogg School of Management, Saqib Nadeem thought of an idea to provide "pet parents," a service that did not exist. A high-end 24-hour pet resort...located at airports...with free parking.

Saqib did not want a run of the mill pet resort, but a pet resort that focused on the customer, both pet and owner, to provide superior service and care by featuring web cams, overnight boarding, obedience training, spa & grooming, nature hikes, customized suites, pools and even massage and aromatherapy for cats and dogs alike.

Armed with "seed" money and an SBA 7(a) loan, Saqib launched Paradise 4 Paws LLC (P4P). In the beginning, P4P only had eight



employees at its first location near Chicago's O'Hare Airport. But with a well thought out strategy, P4P grew by leaps and bounds under the leadership of the founder known as "Top Dog," a moniker that Saqib has affectionately embraced.

Fast forward to 2013, and P4P now boasts 74 employees at three locations — O'Hare Field, Midway Airport, and Dallas-Ft. Worth. With revenues growing from \$358,000 in 2008 to nearly \$2.5 million in 2012, it would appear that P4P can finance its own growth. With the expectation of opening another seven resorts over the next two years, Saqib is forecasting at least 220 new employees with revenues growing to \$15.9 million by 2017.

Indiana 2013 | Small Business Persons

Daniel Dale Schmidtendorff, President & CEO

Communication Company of South Bend, Inc. 5320 South Main St.
South Bend, IN 46614
(574) 299-0020

E-mail: dschmidtendorff@communication-co.com

Since Daniel Schmidtendorff took the helm of the Communication Company of South Bend, Inc. in 2006, the company has not looked back. The company has been designing, installing and servicing communications systems for area businesses since 1976.

Communication Company of South Bend, Inc. primarily serves the healthcare, education, and government markets providing the sale, service and installation of low voltage life safety, security and communication equipment.

Daniel and his team have enjoyed considerable success as a result of their mission to provide the highest level of commitment to and



satisfaction for the customers they serve. Since Daniel and partner Barry Schleiger purchased the company, the firm has experienced consistent growth. Starting with 14 employees in 2006, the business now employs 44, a 214 percent increase in workers. Additionally, sales grew 168 percent to \$7.9 million in 2011.

The company did not miss a beat during the recession. Instead the Communication Company adopted a strategy that included understanding customer needs, streamlining processes, adopting technology, focusing on long-term projects and spending all other resources on the service department and existing customers.

Charles B. "Chuck" Hammond Jr., President & CEO

Raining Rose, Inc. 3122 Parkview Court, SE Cedar Rapids, IA 52403 (319) 362-8101

E-mail: chuck@rainingrose.com

Some folks give entrepreneurship lip service while others dig in and make it happen. Chuck Hammond started Raining Rose, Inc. as a family hobby in the basement of his Cedar Rapids, Iowa home in 1996. But today's Raining Rose, which produces lip balm and a full line of popular natural body care products, started its rise in popularity and production in 2003 when Chuck and his then business partner, the late Art Christofferson, formed the company.

Starting with 12 employees and sales of \$1.7 million, today Raining Rose operates out of a brand new 125,000 square-foot facility, with 120 employees and \$18 million in sales.



Raining Rose is one of about 25 U.S. lip balm manufacturers that operate both as a contract manufacturer and a private label company.

But the company had setbacks to overcome with the death of Art in 2005, and later in 2008 when the company's facility suffered due to major flooding during one of Cedar Rapids' and Iowa's worst natural disasters. However, an SBA disaster loan helped the company recover and sales grew by 13 percent in the ensuing year.

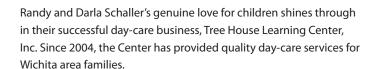
In 2011, Raining Rose expanded with an SBA 504 loan. In the fall of 2012, Raining Rose combined its operations at three separate sites into one new building built with growth in mind.

Kansas 2013 | Small Business Persons

Randy Schaller, Owner Darla Schaller, Owner

Tree House Learning Center, Inc. 449 North Maize Road Witchita, KS 67212 (316) 773-3335

E-mail: schaller01@msn.com



After working on staff at a local franchise day-care facility and later operating her own home-based child-care business, Darla found a day-care center for sale. After crunching the numbers, Darla and Randy were able to finance the purchase with help from the SBA's 504 loan program. Darla took over management of the Center while waiting for the change of ownership to be finalized, and within six months was operating at 85 percent capacity.



Tree House Learning Center, Inc. boasts live video streaming for parents, and with an eye on getting the kids excited about technology, computers were installed in every classroom.

During the recession, while many local day-care providers increased rates due to lost revenues from declining enrollment, Randy and Darla were able to maintain rates and add new customers.

Randy and Darla not only raised their own children, the two served as foster parents to more than 50 children over the years, adopting two children themselves. Darla has served as president of the Sedgwick County Foster Care Association and has been active on the Goddard Public Schools Site Council.

Dr. Mehdi Yazdanpanah, CEO and Founder

NaugaNeedles LLC 11509 Commonwealth Drive, Suite 2 Louisville, KY 40299 (502) 619-5156

E-mail: Mehdi@nauganeedles.com

"I got a Ph.D. not to get a job but to create jobs," said Dr. Mehdi Yazdanpanah, CEO and Founder of NaugaNeedles LLC, manufacturer of silver-gallium nanoneedles—tiny needle-like rods with about 1/1,000th of the thickness of a human hair. While pursuing his electrical engineering doctorate degree, Dr. Yazdanpanah inadvertently discovered how to grow nanoneedles using molten gallium droplets, silver metal film and an atomic force microscope. Nanoneedles are used in biomedical applications, sensors and tools for semiconductor manufacturers.

With only \$500 in his checking account, Dr. Yazdanpanah trademarked the product and formed his company, NaugaNeedles LLC in 2007.



Dr. Yazdanpanah used the funding he received from winning the prestigious Vogt Business Plan award to purchase an exclusive license to the technology and become fully operational in 2009.

Since 2009, NaugaNeedles has received the U.S. Small Business Administration's Small Business Innovation Research Phase I and Phase II grants, a Small Business Technology Transfer grant and, recently, a SBA State Trade Export Promotion grant. The company has six full-time and four part-time employees and consultants with more than \$700,000 in revenues. NaugaNeedles holds two U.S. patents with seven patents pending and exports to more than 17 countries in North America, Europe and Asia.

Louisiana 2013 | Small Business Persons

Vince P. Gremillion, President

RESTECH Information Services, Inc. 220 Phlox Avenue
Metairie, LA 70001
(504) 733-5633
E-mail: vince@restech.net

Vince Gremillion has always been what you could call a technical "wonk." Early in his life, he also had a dream of running his own business, so it was only natural that these two interests would merge and result in the creation of a business in the technical field where Vince grew up.

In 1992, Vince launched RESTECH Information Services, Inc. in a small commercial space in New Orleans. Thanks to his hard work, dedication, and a personal and professional philosophy of integrity and commitment, RESTECH today employs 15 full-time workers and is a leading local provider of voice and data management services with annual revenues of more than \$3.5 million.



As he built his company, Vince received counseling and support from the U.S. Small Business Administration and the Louisiana Small Business Development Center's (SBDC) Economic Gardening Program, which assisted with research and website review. Vince's gratitude for the good fortune in his life shows in his service to the community, which includes support for the Wounded Warrior Project, Feed the Multitudes, Brees Super Service Challenge, and earthquake recovery in Haiti. He also mentors young men on life and spiritual issues, and serves in his church and home school associations.

Matthew A. Qualey, President/Project Manager

Qualey Granite & Stone Fabrication LLC 1506 State St. Veazie, ME 04401 (207) 947-7858

E-mail: info@qualeygranite.com

Qualey Granite was opened for business in 2003 by Matt Qualey. Initially providing granite countertops for kitchens and baths, the business expanded in 2006, with the assistance of an SBA-guaranteed loan, and began offering a full range of flooring tiles. By 2010, the business had moved into its current facility in Veazie, Maine, which includes a warehouse and state of the art home-design center. By 2011, with the assistance of a second SBA-guaranteed loan, the company added a new line of products, becoming a distributor for another major countertop producer and sales surged to more than \$1.5 million. Qualey Granite & Quartz now has wholesale contracts with Lowe's and Home Depot in Maine.



Matt Qualey is a true "Mainer" having grown up on a potato farm in Aroostook County and graduating from the University of Maine. While preparing for graduate school, Matt apprenticed with Irish stone masons in Boston. He then started Qualey Enterprises, a full-service landscaping and hard-scaping company that evolved into Qualey Granite & Quartz.

Matt is involved in the day-to-day operation of Qualey Granite & Quartz, often visiting job sites to take measurements and offer design advice. His company offers one of the largest natural stone inventories in the state of Maine, along with a wide selection of flooring and tile options at reasonable prices. Assisting Matt with the business operation is his wife, Laurie, and two of their rescued Chihuahuas, Penelope and Gaius, who serve as official mascots of the business.

Maryland 2013 | Small Business Persons

Michael C. Sawyers, President

7Delta, Inc. 10490 Little Patuxent Parkway, Ste. 300 Columbia, MD 21044 (443) 552-0661 E-mail: mike.sawyers@7delta.com

Michael Sawyers, president of 7Delta, Inc. in Columbia, Maryland, was born in West Virginia, is the youngest of 17 children, and the son of a coal miner father who died when Mike was only two years old.

No, this is not a Hollywood script but rather the story of an entrepreneur with his "mother's values and determination."

Mike worked his way through college with a part-time job, a minority engineering scholarship and a U.S. Army ROTC scholarship. After an extensive and successful military career, he retired in 1999 as a Lieutenant Colonel and medical chief information officer.

After a stint in the corporate world, Mike was attracted to entrepreneurship in 2005 and launched 7Delta, a service-disabled



veteran-owned small business (SDVOSB) providing information technology services for the Department of Defense and other federal agencies. He quickly grew the business in the first two years from an office in his basement to sales of more than \$1 million and three employees.

With expansion looming Mike received consulting assistance from SBA resource partner SCORE — For the Life of Your Business. Today, 7Delta employs more than 200 people and has annual revenues in excess of \$52 million.

Mike takes great pride in his contributions to the Fisher House Foundation, a program that supports America's military members in their time of need.

Scott Fallavollita, President

United Tool & Die Company, Inc. 98 Eames St. Wilmington, MA 01887 (978) 658-5500

E-mail: sfall@unitedtd.com

When Scott Fallavollita purchased United Tool & Die Company, Inc. (UTD) in 2007 with an SBA 504 loan, the company had only nine employees and had seen better days. But just one year later, Scott successfully secured a workforce training grant from the Commonwealth of Massachusetts. His company, a manufacturing concern that specializes in metal fabrication, machining and metal stamping, grew more efficient thanks to the expanded skill sets the employees gained through the grant funding.

With a second SBA 504 loan in 2009, the company purchased a 15,000 square-foot plant in Wilmington, Massachusetts. Scott was then able to undertake a plant makeover complete with more energy-efficient equipment and a better organized production process.



The upgrades improved customers' first impressions and employee morale. Taking advantage of counseling from local SBA resource partners, a Small Business Development Center (SBDC) and a SCORE chapter, helped Scott lay the foundation for UTD's growth. Despite the country's economic downturn, UTD has been able to attract and keep a talented team, and turn a profit. Today UTD has 17 full and part-time employees, with nearly \$2 million in annual sales.

A firm believer in extending a hand to those in need, Scott hires inmates from the nearby Billerica House of Corrections as part of a work-release program monitored by the prison. The company also contributes monthly to support Prison Fellowship Ministries, and Somebody Cares New England.

Michigan 2013 | Small Business Persons

Douglas Hekman, President

Quincy Street, Inc. 13350 Quincy St. Holland, MI 49424 (616) 399-3330

E-mail: dhekman@qunicystreetinc.com



Quincy Street, Inc. was founded as Pyramid Meats in 1995, by a group of pork industry operations people who lacked entrepreneurial experience and possessed mostly used and outdated equipment. The company's equipment problems and lack of sales plagued it during its first year of operation and it suffered losses in excess of \$1 million. Something had to change. In 1996, Doug Hekman joined the company after 15 years in the pork business, and, in 1998, he became a significant owner.

Doug assessed that the company was underutilized, possessed poor and outdated equipment and did not have adequate sales or cash flow. Doug implemented a new business model and sought additional capital from investors to retool the facility. In 1998, Quincy

Street, Inc. had its first profitable year and has not suffered a loss since. The company closed 2012 with \$46 million in sales, a 19.2 percent growth in sales and a 30 percent growth in profits since 2011.

Despite the challenging economic climate, Quincy Street, Inc. diversified and pursued profitable business segments to achieve steady growth and healthy profits. The company has achieved a Safe Quality Food (SQF) level 3 food manufacturing certification, which is comparable to the ratings earned by much larger manufacturers such as Tyson and Smithfield.

Quincy Street, Inc. has grown from 25 to 175 employees.

Peter Kelsey, Owner and Baker

The New French Bakery 828 Kasota Avenue SE Minneapolis, MN 55414 612-455-7500

E-mail: peter@newfrenchbakery.com

Making people happy with food is Peter Kelsey's mantra as a business owner. "When people tell me this is the best bread they've tasted — that makes my day," said Peter.

The owner — and chief baker — of The New French Bakery began his career in the food industry in 1979 working at the New French Café in downtown Minneapolis. Following a brief stint in Paris, France, where he attended a prestigious cooking school, Peter returned to the U.S. in 1981 as head chef of The New French Café.



After several years that saw him open restaurants in Minneapolis, Los Angeles and San Francisco, Peter returned to Minneapolis in 1995 and launched The New French Bakery, named for and adjacent to the now-closed iconic restaurant where he had started his career.

Fueled by a strong entrepreneurial spirit and with the help of several SBA-guaranteed loans, Peter has developed the gourmet bakery from a business with just 27 employees at the time of his first SBA-guaranteed loan to a highly successful company that today employs 290 people and serves both the domestic and international marketplaces.

Mississippi 2013 | Small Business Persons

Jeff Good, President/Managing Partner Dan Blumenthal, Executive Chef/Partner

Sal & Mookie's New York Pizza & Ice Cream Joint 3317 North State Street Jackson, MS 39216 (601) 368-1919

E-mail: jeffg@bravobuzz.com; danb@bravobuzz.com

Jeff Good and Dan Blumenthal, co-owners of Sal & Mookie's New York Pizza & Ice Cream Joint, built a business from the ground up by being focused, fearless and fun. The pair, best friends from high school, opened the 250-seat restaurant and ice cream scoop shop in 2007, after operating two other unique and successful restaurants in Jackson, Miss.

Jeff and Dan employ more than 200 Jackson residents between their three restaurants, and give generously to many causes each year. They represent the gold standard of a successful business in the jobs they provide, tax revenues they generate and selfless contributions to their community.





Both men are extraordinary entrepreneurs who work hard each day to ensure the best value and experience for their customers. Sal & Mookie's staying power, growth in number of employees, increase in sales and volume, innovations of products and services, response to adversity and contributions to aid their local community have made the business a stand out operation.

The Sal & Mookie's family continues to be a corporate leader in not only the hospitality industry but in their community at-large.

The business received an SBA 7(a) guaranteed loan in 2011 to obtain more favorable financing terms.

Thomas H. Douglas, President

JMARK Business Solutions, Inc. 601 N. National Ave., Suite 102 Springfield, MO 65802 (417) 863-1700

E-mail: tdouglas@jmark.com

Thomas Douglas, owner of JMARK Business Solutions, Inc. in Springfield, Missouri took his U.S. Navy know how and put it to work building a successful company that provides technology consulting services for small-to-medium-sized businesses, and specializes in full-service computer network care.

JMARK Business Solutions, Inc. was started in 1988 in Cabool, Missouri as a small computer service business. After serving four years in the Navy, Thomas joined JMARK in 1997 as a level-one engineer. In 1998 the company moved to Springfield, Missouri to better serve its expanding list of clients. By 2000, Thomas became president of the small firm and eventually its majority owner. The firm has received SBA entrepreneurial counseling and assistance from the Springfield, Missouri Small Business and Technology Development Center.



By 2007, JMARK had grown to 15 employees and was poised for growth. In 2008, Thomas bought out two local competitors, doubling his workforce. In 2012, he opened offices in Fayetteville, Arkansas and Colorado Springs, Colorado and today the company employs 63 people. Under Thomas' leadership, JMARK has grown total company revenue by more than 10 times, from \$800,000 to more than \$8 million in 2012.

Among other awards, JMARK was recently recognized by Missouri Governor Jay Nixon (D) as part of the Technology Jobs Growth program, and selected as the Rising Star of Entrepreneurship by the Missouri Small Business and Technology Development Center.

Montana 2013 | Small Business Persons

Joe Billion, President

J.C. Billion, Inc.
270 Automotive Avenue
Bozeman, MT 59718
(406) 581-2534
E-mail: bozemanjoe@gmail.com

Joe Billion started J.C. Billion, Inc. in 1978 when he and his father purchased a General Motors dealership in Bozeman, Montana. Eventually, Joe would purchase the dealership from his father. Starting out with 34 employees, today Joe has 156 employees and four dealerships selling Chryslers, Dodges, GMs, and Nissans. From 1978 to 2007, total sales increased over 12 times.

The economic downturn of 2008 had a negative impact on the auto industry. Yet Joe was determined to keep the company profitable. He scaled back his business to match market conditions. While annual sales dropped from 2007 to 2009, the company was still able to produce significant profit and cash flow. By paying close attention to



daily financial statements and monitoring market conditions, Joe was able to control costs and identify new business opportunities.

In 2011, Joe received an SBA 504 loan that helped finance the construction of two 60,000 square-foot buildings that now house two more auto dealerships. By the end of that year, J.C. Billion, Inc. had seen its total sales rebound and even improve for the second year in a row.

Joe is a founding board member of the United Way of Gallatin County, and is involved in the Bozeman Rotary and Chamber of Commerce and the Gallatin Development Corporation.

Henry Aschoff, President Keith Wiehn, Vice President

Petersen Ag Systems, Inc. 1216 W. Monroe Avenue Norfolk, NE 68701 (402) 379-9849

E-mail: henry@petersenagsystems.com; keith@petersenagsystems.com

Originally founded in 1936 as Petersen and Son by Loyal Petersen, Henry Aschoff, President and Keith Wiehn, Vice President of Petersen Ag Systems, Inc. purchased the company in 2000, with the help of a SBA-backed loan and a third partner, who eventually was bought out years later. Now operating as Petersen Ag Systems, the company is a materials and service provider specializing in irrigation and grain handling. The company's main product line is Lindsay Zimmatic irrigation systems and is presently the third largest Lindsay dealer in the world.

The company's second and third years in operation were lean years due to the owners' lack of management experience. The partners made a





strategic decision to slash their own salaries, institute a freeze on new equipment purchases, reduce inventory and expand their operation to include GSI grain handling dealership. The partners' strategy paid off and the company now boasts 41 employees, three more locations in Nebraska and lowa and almost \$20 million in revenues.

Since there is no tariff in the Ukraine for imported used equipment, in 2012, Petersen AG Systems sold 12 used center pivots to a company that directly exported the pivots to the Ukraine resulting in \$100,000 in revenues.

Nevada 2013 | Small Business Persons

R. Brian Edwards, CEO/CFO Joe R. Machin, COO RO Bus Sales 2701 Westwood Drive Las Vegas, NV 89109 (702) 798-0029

E-mail: brian@robussales.com

Since launching their mobile repair shop out of their homes in Las Vegas, Nevada in 1999, change and adaptation has been the name of the game for Brian Edwards and Joe Machin. Initially, the company focused on truck repair, and after a year on the road and with the help of an SBA guaranteed loan, they opened their first repair facility, RO Truck & Equipment, acquired a fleet of seven trucks and were able to hire 38 employees.

Then, the September 11, 2001, tragedy struck the nation.

Construction slowed, business declined, and revenues dropped. Joe and Brian moved to a smaller location, reduced staff and diversified their services while remaining true to their core business of truck repair. They soon discovered that working on buses and limos was





similar to truck repair and decided to market to this industry, which led to an expanded customer base.

The company became a full-line bus and limousine dealership and in 2008, with an SBA 504 loan, they purchased a building and yard, and developed a new paint and fabrications plant. In 2009, the firm dropped the construction side of the business altogether, changed its name to RO Bus Sales and evolved into a long-term maintenance and repair shop exclusively for buses, servicing clients that include local and state governments.

Today, the company has 21 full-time employees and boasts annual revenues of \$11 million.

New Hampshire 2013 | Small Business Persons

Jay McSharry, Owner

Jumpin Jay's Fish Café, Dos Amigos Burritos and Moxy 1 Middle St., Ste. 1 Portsmouth, NH 03801 (603) 766-3474 E-mail: jjfc@yahoo.com

In 2000, with the help of a modest SBA-guaranteed loan and a book about how to run a business, Jay McSharry launched Jumpin Jay's Fish Café in Portsmouth, New Hampshire with \$80,000 and 20 tables. Jay's wise choice of location coincided with a downtown revival that helped make Portsmouth a dining destination. Jay was on his way to major success.

Following Jumpin Jay's success, Jay teamed with several partners on other ventures, generally within a one mile radius of his initial restaurant. Today, Jay's operations include Moxy - Modern American Tapas, re-branded in 2012 from the original 106 Grill; The Red Door Lounge (2003); Dos Amigos Burritos (2003) in five New Hampshire locations; and Jumpin Jay's Fish Café. Jay currently employs 125 men and women.

The combined sales of the eight restaurants now exceed \$6 million annually. Between 2010 and 2012, the combined operations have seen an impressive 25 percent growth in food and beverage sales, with equally impressive individual growth rates for the restaurants of between 13 percent and 42 percent.

SBA's 7(a) and 504 loan programs have been used on six occasions to provide almost \$600,000 in capital between 2000 and 2012.

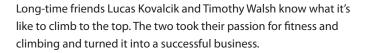
Jay is recognized as a valued leader in the downtown Portsmouth business community. He has used his success to help build Portsmouth's brand. In addition, he serves as a board member of the Greater Portsmouth Chamber of Commerce.

New Jersey 2013 | Small Business Persons

Lucas Kovalcik, Owner Timothy Walsh, Owner

The Gravity Vault LLC 107 Pleasant Ave. Upper Saddle River, NJ 07458 (201) 934-7625

E-mail: lucas@gravityvault.com; tim@gravityvault.com



Both men had thriving careers in the private sector, but wanted something more. The two joined forces and started The Gravity Vault LLC in 2005, and today it remains one of the premier indoor climbing facilities in the state of New Jersey.

Needing capital to realize their dream, Lucas and Timothy secured an SBA guaranteed 7(a) loan from Commerce Bank (now TD Bank) for \$220,000 and opened their first location in Upper Saddle River. That first injection of capital was critical and was soon followed by a second SBA 7(a) loan for \$493,000 from TD Bank to open their second location in Chatham.



In September 2012, Lucas and Tim received a third SBA 7(a) loan from TD Bank for \$848,000 to open their third location. Unfortunately, Hurricane Sandy temporarily delayed the opening, but the men plan to launch the third Gravity Vault in Red Bank, New Jersey sometime in 2013.

Both entrepreneurs credit the SBA for helping them grow their thriving business, which today employs 47 people and has annual sales of \$1.7 million. The business partners expect to hire 23 more employees when their third location opens this year.

The well-rounded entrepreneurs have the right balance for a further climb to the top.

Anthony R. Tenorio, CEO/ Chairman

ATA – Applied Technology Associates 1300 Britt Street, SE Albuquerque, NM 87123 (505) 767-1203

E-mail: tenorio@aptec.com

Anthony Tenorio began his career at ATA in 1983, developing sophisticated data systems that supported U.S. Air Force research projects. In 1992 he became CEO, and later became the principal owner in 1998. Under his leadership, ATA, a company that supplies precision measurement, sensing and controls devices to commercial and government clients, has become one of America's fastest-growing Hispanic-owned small businesses. Revenue rose from about \$5 million annually in the 1990s to \$32 million in 2008, and \$40 million each year since then.

Not unlike most small companies, the road ATA has pursued has been marked by periods of adversity. In 2006, Anthony expressed a desire to use a very large portion of ATA's bid and proposal dollars to pursue



a large service related joint venture. The hope was that this large joint venture would double ATA's profits and the proceeds could be used to supplement Small Business Innovation Research (SBIR) product-related efforts. Anthony led the management team through conflict resolution, and the joint venture has produced the additional cash flow for product development and infrastructure improvements. In addition to participating in the SBIR Program, ATA received an SBA 504 building loan in 2001.

Since 1998 Anthony has lent his expertise and leadership to the Estancia School Board, where he helped upgrade infrastructure and improve academic programs.

New York 2013 | Small Business Persons

Louis J. DeMent, CEO and Vice President

Giovanni Food Company 6050 Court Street Road Syracuse, NY 13206 (315) 457-2373

E-mail: loud@giovannifoods.com

Giovanni Food Company has been making its delicious pasta sauces since 1934, when the DeMent family opened their first Italian-style restaurant. The DeMents gradually expanded into manufacturing other tomato-based product lines in the 1950s. Second-generation owner Jack DeMent led the company through its early growth stages and navigated the certification process to make spaghetti sauce for the U.S. Department of Agriculture's (USDA) Food for Kids and Needy Families Program.

When Jack's son Louis "Lou" DeMent joined the family business in 1997, the company's sales were largely dependent on USDA contracts. Lou turned his marketing efforts to private label customers and sales quadrupled from under \$2 million to more than \$8 million. The unexpected death of Lou's father in April 2007 thrust 34-year old Lou



into a leadership position. Lou used SBA-guaranteed loans under both the 504 and 7(a) loan programs to purchase a larger manufacturing plant and its food processing equipment, increasing capacity to three modern production lines.

Giovanni Food Company has been successful by sticking with its traditional family recipe while developing gourmet and organic brands in order to accommodate evolving customer preferences. Today, Giovanni products can be found on grocery and specialty store shelves across the U.S. and under private label in Puerto Rico, Israel, Australia, Yemen, and Chile. Revenues have increased from \$13.9 million in 2009 to more than \$23 million in 2012, and the number of employees has grown from 37 to 68.

Stephen T. Forrest, President
Sandra F. Forrest, Secretary/Treasurer
Shane R. Gebauer, Chief Operating Officer

Brushy Mountain Bee Farm 610 Bethany Church Road Moravian Falls, NC 28654 (336) 921-3640 E-mail: steve@brushymountain

E-mail: steve@brushymountainbeefarm.com sandy@brushymountainbeefarm.com shane@brushymountainbeefarm.com

Back in 1977, in the pristine mountains in Wilkes County, North Carolina, Steve and Sandy Forrest were "stung" by the entrepreneurial bug and turned their passion into a "buzzing" business — Brushy Mountain Bee Farm, a company that today carries over 1,000 supply items for the beekeeping enthusiast.

Propelled by that passion and taking advantage of SBA counseling and the support of North Carolina's Small Business Technology Development Center, the company has grown from a two person operation in 1977 to over 70 employees today.







Under Steve and Sandy's leadership and the efficient assistance of Shane Gebauer, the company opened a branch in Pennsylvania in 2009 and a new facility will open in Wilkesboro in 2013. This year, sales are projected to be 81 percent higher than in 2007, when Shane joined the business.

Steve, Sandy and Shane are active members of several community and social organizations, including the North Wilkesboro Rotary Club, the Wilkes County United Way, Wilkes County Beautiful Organization and Wilkes County Chamber of Commerce.

North Dakota 2013 | Small Business Persons

Kari Warberg Block, CEO

Earth-Kind, Inc. 2910 E. Broadway Bismarck, ND 58501 (800) 538-2921 E-mail: kari@earth-kind.com

As the wife of a farmer, Kari Warberg Block saw first-hand the damage that rodents could do to farm equipment. But at the time, there were no effective, non-toxic solutions on the market. So she set out to create an earth-friendly, rodent-repellant made with biodegradable ingredients that were safe for children and pets.

Earth-Kind, Inc. was born in 1995 out of the corn cobs and essential oils that Kari formulated. As demand for the product grew, the need for faster and more efficient assembly of the product was essential. Kari contracted to employ persons with developmental disabilities to assemble and package the products. Earth-Kind's product and packaging is biodegradable and the carbon footprint is just 2 percent.



Today, Earth-Kind occupies a 7,000 square-foot facility with plans for expansion and has posted an impressive 25 percent sustained job growth rate per year over the past three years. Earth-Kind manufactures Fresh Cab™ Rodent Repellent, all-natural air fresheners and private label products for the professional pest management industry.

Kari is an active advocate and mentor to other entrepreneurs, and takes great pride and happiness in her ability to help others reach their business goals, just as she had been helped 18 years ago. The SBA Women's Business Center for Technology & Business located in Bismarck, North Dakota helped guide Kari to successful business ownership.

Karri Bass, Founder & President

Illumination Research, Inc. 5947 Deerfield Blvd., Suite 203 Mason, OH 45040 (513) 774-9531

E-mail: kbass@illumination-research.com

After a successful run with a Fortune 500 company, Karri Bass turned her zeal for uncovering consumer insights into a prospering business. Illumination Research, Inc. is a market research and strategy firm dedicated to helping businesses to better understand their customers in order to drive growth. Karri started the company in 2005 with her husband Jeff.

Karri's experience in brand management and marketing helped her to realize her passion to help other businesses translate those insights into business-building ideas. The company designs and conducts research studies throughout the U.S. and around the world, and helps their clients apply customer insight and market research to help fuel their businesses.



Karri first ventured into the world of market research as an independent researcher and moderator. After three years on her own, Karri wanted to grow capacity to better serve her clients.

Jeff shared her entrepreneurial spirit and they joined forces professionally to launch the business. His Fortune 500 expertise in finance helped to build a solid company. They hired their first employee and started off on one of the most exciting adventures of their lives.

Today, Illumination Research, Inc. has almost 30 employees and continues to strive for creativity and efficiency to meet the needs of its clients. In 2011 they opened a cutting-edge research facility in Mason, Ohio.

Oklahoma 2013 | Small Business Persons

Pam Fountain-Wilks, SPHR, President

Principal Technologies, Inc. 11600 N. Broadway Extension, Suite 200 Oklahoma City, OK 73114 (405) 858-8800 E-mail: pam@principaltechnologies.com

After helping businesses to grow, succeed and expand, Pam Fountain-Wilks decided to do the same for her own small business. In November 1998, Pam founded Principal Technologies, Inc. serving as its owner and president. The company handles professional staffing in the information technology, engineering and accounting fields as well as a dedicated Government Services division providing services to Tinker AFB, the FAA and Ft. Sill in Oklahoma, and other government customers. Principal Technologies is an SBA 8(a) firm and a self-certified, woman-owned small business.

Pam started her career in the staffing and recruiting industry with Express Personnel Services in 1990. She joined Robert Half International in 1995 as Division Director for OfficeTeam, an administrative staffing division.



When Pam decided to start her own firm, she didn't look back. Her company has grown from one employee to approximately 85 employees. Principal Technologies, Inc. added a Government Services Division in 2004 and landed its first government contract in 2006. An Outplacement Services division was formed in 2009 in response to the country's recession.

Among other awards, Pam won the Oklahoma HR Society's HR Legend Award in 2012, and was listed in the Journal Record as one of Oklahoma's Most Admired CEOs for 2013.

Pam holds a bachelor's degree in marketing from the University of Central Oklahoma, and in 2010, received her Senior Professional Human Resources (SPHR) certification.

Oregon 2013 | Small Business Persons

Judith E. Huck, President

Classique Floors, Inc. 14127 SE Stark Street Portland, OR 97233 (503) 936-6661

E-mail: judith@classiquefloors.com

A family-owned business since 1977, Classique Floors, Inc. underwent a transformation when Judith Huck took over the business after her parents retired in 1997. Her passion was helping customers beautify their homes with quality floor coverings, and she applied what her parents taught her to create a long-range vision for the company.

In 2004, Judith bought and remodeled a building. She created an attractive, inviting showroom with lots of installed flooring and vignettes that would inspire customers to envision a fresh look in their own offices or homes. The loan she received under SBA's 504 loan program in 2005 went a long way toward supporting the company's expansion.

With clients that included new home builders, restoration companies and homeowners, Classique Floors' revenue grew an average of 15



percent a year. In 1997, the company had a staff of four and earnings of \$548,000. By 2012, Classique Floors had grown to 19 employees with revenues of \$4.2 million.

Looking for opportunities to diversify, Judith participated in the local SBA-sponsored Mentor-Protégé program for small businesses in 2007. Paired with two commercial construction experts for three years, she sharpened her commercial estimating and project management tools. Since then, the company's commercial business revenue has grown \$1 million annually. Classique Floors weathered the economic downturn by not relying on one specific client sector.

Judith gives back by supporting the SnowCap East Portland Food Bank and Habitat for Humanity.

Pennsylvania 2013 | Small Business Persons

Regina Broudy, President

Clayton Kendall, Inc. 167 Dexter Drive Monroeville, PA 15146 (412) 798-7120 *E-mail: rb@claytonkendall.com*

Regina Broudy, president of Clayton Kendall, Inc. recognized that we live in a brand-driven world, where stores and products can be identified by a simple logo. Armed with this knowledge, Regina purchased a small screen-printing and embroidery business in 1999 and partnered with her sons, Daniel and Michael, to help grow the business to become the largest branded merchandise and decorated apparel provider in Pennsylvania.

Workers from across the United States and Canada can sip their morning joe from a mug emblazoned with a logo that Regina may have helped design and deliver to their desks--often within 24 hours. Clayton Kendall, Inc. decorates mugs, jugs, tees and an assortment of more than 800,000 promotional products for businesses and



non-profit entities across the United States and Canada. Everything the company does is "brand-focused and technology-driven to help customers get what they want, when and where they need it—anywhere in the world."

Regina and her 70 employees now occupy a 30,000 square-foot state-of-the-art office and warehouse. The company's revenues have grown to approximately \$14.1 million. The Pittsburgh Business Times dubbed Clayton Kendall *One of the Best Places to Work in 2012 and One of the Top 100 Fastest Growing Companies*.

José A. Irizarry, President

Natalabriel Inc. dba Centro Gomas del Oeste 162 Santiago R. Palmer Mayagüez, PR 00680 (787) 833-0093

E-mail: centrogomas@gmail.com

The youngest of 11 children from a humble family in Mayagüez, Puerto Rico, José A. Irizarry always dreamed of becoming a business owner. That day came in 1995 when he purchased Centro Gomas del Oeste.

José was able to purchase the property he rented with an SBA-guaranteed loan from the Banco Santander Puerto Rico in 2005. With the unconditional help of his wife, Evelyn, he set out to revamp and expand the business. While the main business is the sale of tires, Centro Gomas del Oeste also offers a variety of products and services, which include oil and filter change, lubrication, and shock absorbers.



He also established a school supply store next door — run by his wife — and branched out with a second location a few miles away.

Today, Centro Gomas del Oeste employs a total of 15 men and women. Over the past two years, the business has experienced a 26 percent increase in sales and closed 2012 at \$1 million in sales.

José and his wife are active in the community and he shares his life lessons in lectures at the University of Puerto Rico, Mayagüez Campus.

Rhode Island 2013 | Small Business Persons

Brenda Brock, Founder, Formulator and CEO

Farmaesthetics
15 Vernon Avenue, Unit 7
Newport, RI 02840
(401) 841-0500
E-mail: bb@farmaesthetics.com

Brenda Brock doesn't have just *One Life to Live* she has at least two and maybe more... since leaving acting to become an entrepreneur after her four-year role on the ABC-TV daytime drama, *One Life to Live*.

Brenda is founder, formulator and CEO of Farmaesthetics, a Newport, Rhode Island based company that creates, designs, produces and wholesales 100 percent natural, fine herbal skincare products.

Despite her acting success, Brenda longed to return to her rural roots. She moved to Rhode Island and began growing herbs and flowers to make skincare preparations. She put into practice a life-long passion of using the rural traditions of American "kitchen chemistry" to create a full line of proprietary formulations that also include the sophisticated science of cosmetic manufacturing.



Recognizing she had a business opportunity, Brenda saw that she needed professional guidance and more capital. She turned to the Rhode Island Small Business Development Center for assistance and eventually received an SBA-backed loan from Citizens Bank.

From a modest start in her kitchen she has since expanded the business to 2,500 square feet in Newport, R.I. Brenda's company is primed for further expansion even as she is a repeat guest on "The Martha Stewart Show," and "The Entrepreneur Show," and has been named one of Martha's "Natural Beauty Gurus."

South Carolina 2013 | Small Business Persons

Noah Thomas Leask, President and CEO

Ishpi Information Technologies, Inc. (dba ISHPI) 496 Bransom Court, Ste. 160 Mount Pleasant, SC 29464 (843) 329-4100

E-mail: noah.leask@ishpi.net

In September 2006, Noah Leask, a service-disabled U.S. Navy veteran, started a cyber-defense business out of his home with his wife Lisa, a former U.S. Naval officer.

Noah, a member of the Sault Ste. Marie Tribe of Chippewa Indians, called the business ISHPI, which means "to move forward" in the Chippewa language. The business supports U.S. counter-terrorism efforts through information operations and intelligence support services. Clients include the U.S. Central Command and the Department of Homeland Security.

In August 2007, ISHPI was accepted into the SBA's 8(a) Business Development Program. Seven months later ISHPI received \$261,000 in working capital through an SBA-guaranteed loan under the Patriot Express loan program.

By 2009, federal funding cuts brought ISHPI's string of successes to a sudden standstill. Two major contracts were cancelled, forcing Noah to lay off 30 employees. Realizing that his company's client acquisition methods were inadequate, he assembled a new senior management team focused on diversifying ISHPI's customer base. With its renewed sales focus, ISHPI was able to win enough contracts to increase its revenue by more than 18 percent in 2011. A year later, ISHPI had 109 employees in four locations nationwide. Revenues surpassed \$17 million, an increase of nearly 250 percent over 2011.

Noah serves as the board chairman for the Tri-County Autism Puzzle Place Academy, and is a member of the Lowcountry Special Olympics and Unified Athletics committees.

South Dakota 2013 | Small Business Persons

Dwayne Klarenbeek, President

Midwest Mechanical, Inc. 4105 N. Lewis Avenue Sioux Falls, SD 57104 (605) 339-3963

E-mail: dklarenbeek@mwmech.com



Dwayne Klarenbeek founded Midwest Mechanical, Inc., a plumbing, heating, HVAC and fire protection firm, in 1983 as a two-man shop. Today, the company has grown to 125 employees. Dwayne took advantage of the U.S. Small Business Administration's guaranteed loan programs, including its 504 loan program, to finance the company's expansions to four locations in Sioux Falls and Rapid City, South Dakota and Sioux City and Spencer, lowa.

In response to the challenging economic climate of recent years, Dwayne dramatically changed the focus and direction of the company by putting more emphasis on profitability, efficiencies and relationship building. He even took a more active role in the day-to-day operations of the business, conducting monthly meetings with the foreman on various projects to discuss quality, performance and job layout.

The company has been tapped as a subcontractor to build the fire suppression system for the Sioux Falls events center—the most expensive construction project in the city—that is scheduled to open in 2014. The new events center is expected to generate more than 1,000 construction jobs, which will stimulate the Sioux Falls community's and the nation's overall economic growth. Midwest Mechanical's revenues have steadily increased to approximately \$20 million annually.

Dr. Hashem Mehrdad Hashemian, President and CEO

Analysis & Measurement Services Corporation AMS Technology Center 9119 Cross Park Drive-Knoxville, TN 37923 (865) 691-1756

E-mail: info@ams-corp.com

When the Three Mile Island nuclear plant accident happened in 1979, Dr. Hashem Mehrdad Hashemian was among the first experts called in to assist in the recovery. Although the company he cofounded had been in operation for only two years, Dr. Hashemian already had a strong reputation in the science and technology community.

Analysis & Measurement Services Corporation (AMS Corp.) specializes in process instrumentation, online condition monitoring of industrial equipment, predictive maintenance, development of automated test equipment and technical training. The company received SBA



assistance through the Small Business Innovation Research (SBIR) program and services all 104 nuclear power plants currently operating in the United States and many in Europe and Asia. About 70 percent of the firm's revenues come from the U.S. and the remainder from international clients. AMS Corp. employs nearly 100 employees and consultants and had revenues of more than \$8 million in 2011.

Dr. Hashemian holds three doctorate degrees in the fields of electrical, nuclear and computer engineering, and is a member of several national and international associations in science and technology.

Texas 2013 | Small Business Persons

Ahmed Mashnoon, CEO Mueen Akhter, CFO Aziz Mansoor, President

Netbrands Media Corp. 14550 Beechnut St. Houston, TX 77083 (832) 298-5336

E-mail: mueen@imprint.com; mash@imprint.com; aamansoor@gmail.com

Netbrands Media Corp. is a manufacturer and online retailer of promotional products and printed materials. The company was born in 2007 when Ahmed Mashnoon, Mueen Akhter and Aziz Mansoor entered a \$20 billion industry with a \$2,000 investment from each partner. Operating out of a small garage, the partners began selling customized silicone wristbands online while they developed a business strategy.

Now in its fifth year of business, Netbrands Media Corp. is generating sales of almost \$1.43 million a month with more than 250 employees. Its product line includes wristbands, lanyards, tote bags, bottles, signs, stickers, pens, and more. Netbrands Media Corp. customers include the NBA, NFL, Ford, Google, Fortune 500 companies, as well as small businesses, schools, churches and non-profit organizations.

Netbrands Media Corp. continues to diversify its markets and expand. In June 2012, the partners obtained an SBA-guaranteed 7(a) loan of \$2 million to purchase manufacturing



materials, expand the company's product line and increase marketing efforts. In August 2012, the company purchased a 135,000 square-foot building with a \$4.3 million SBA-guaranteed loan under SBA's 504 loan program.

Netbrands Media Corp. now includes seven websites that sell almost any customizable product, including balloons, t-shirts and Frisbees. Ahmed said the company's success online is helping them reach their number one goal: moving assembly and manufacturing jobs from overseas back to the U.S.

Roland J. Christensen, Ph.D, Chief Executive Officer

Applied Composite Technology Aerospace 425 East 400 North Gunnison, UT 84634 (435) 528-7199

E-mail: rolandc@actut.com

Growing up in a small, rural town taught Roland Christensen some life lessons: the rewards of forging strong personal relationships and the value of hard work.

After obtaining a Ph.D. in Mechanical Engineering, serving in the U.S. Air Force, and holding technical and executive positions in several carbon-fiber related companies, Dr. Christensen launched Applied Composite Technology Aerospace in an extension of his garage in Fayette, Utah. Before long the company grew to about \$5 million in annual sales with 25 employees.

The company has continually reinvented itself. Within two years of inception, the company had sales of \$7 million, while going international and designing and selling world class carbon fiber prosthetic feet and knee parts.



After a few decades of growth and expansion into the aerospace industry, and filing more than 35 U.S. patents, Applied Composite Technology Aerospace more than doubled its revenue from \$7.1 million to \$16.8 million. From 2010 through 2012 the company received extensive SBA counseling and training from the Utah SBDC and increased its workforce from 70 to 110 employees, contributing to the prosperity of a rural and otherwise economically depressed area.

Applied Composite Technology Aerospace plans an expansion effort at its Fayette, Utah facility that is expected to add 300 new jobs to its workforce during the next six years.

Vermont 2013 | Small Business Persons

Peter Johnson, President

Pete's Greens 266 South Craftsbury Road Craftsbury, VT 05826 (802) 586-2882 (ext. 7) E-mail: pete@petesgreens.com

Pete's Greens is a certified organic four-season vegetable farm that uses moveable greenhouses to grow vegetables year round. Owner Pete Johnson's passion for farming started at a young age. By age 10, Pete had a pumpkin business and new ideas on how to better cultivate the land. When he was 12 he built greenhouses at his home, so he could grow vegetables in the winter. Pete built a solar greenhouse on Middlebury College for his senior thesis. His school project convinced him greenhouse-farming could be profitable.

After college, in 1997, Pete started his business at his parents' home in Vermont. In 2003 he purchased a farm in Craftsbury.



Pete's Greens' staying power is undeniable. In January 2011, one of his barns burned to the ground, destroying all the vegetables and equipment stored inside. Through fundraisers, community support and Pete's leadership, Pete's Greens was able to get back on its feet in a few months.

Pete's Greens has grown from a half-acre of land to its current 200 acres, and now supplies produce to more than 100 stores. Sales have increased by at least 10 percent each year. In 2012, the farm grossed \$1.57 million.

Pete's Greens also contributes to the Vermont Food Bank Gleaning Program, Center for an Agricultural Economy, and Craftsbury's School Lunch Program.

Virgin Islands 2013 | Small Business Persons

Charles N. King Jr., President Delta Electric & Construction Co., Inc. 6-GB Peters Rest

Christiansted, St. Croix, USVI, 00820 (340) 773-3267

E-mail: deltaelec@viaccess.net

Charles N. King Jr. is President of Delta Electric & Construction Co., Inc.—a minority-owned, service-disabled veteran-owned, 8(a) and HUBZone-certified firm that stands ready to restore electricity to homes after hurricanes and provide general construction services to customers. Charles performed apprenticeships as a mechanic and as an electrician while still in high school and later continued work as an electrician while serving in the U.S. Army. Upon his return to St. Croix from the Army, Charles founded Delta Electric in 1966. In 1995, the company became Delta Electric and Construction Company Inc., the same year Hurricane Marilyn hit the Virgin Islands.



Delta Electric and Construction Company Inc. is one of the longest operating businesses in St. Croix and has served thousands of clients including the General Services Administration, the Virgin Islands National Guard, the U.S. Coast Guard and the Department of Agriculture. The company has five employees and provides architectural services, building and civil engineering, masonry and excavation services.

The Virgin Island Small Business Development Center counseled Charles during his initial expansion plans for the company and advised him on opportunities for funding that were available. As a result of this counsel, Charles was able to secure a \$50,000 SBA-backed loan for expansion.

Virginia 2013 | Small Business Persons

Jason Cohen, President

ILM Corporation 600 Lafayette Blvd. Fredericksburg, VA 22401 (540) 898-1406 *E-mail: jcohen@ilmcorp.com*

Opportunity is born when hard work and luck collide. No one knows this better than Jason Cohen, president of ILM Corporation (ILM), a Fredericksburg, Virginia-based company that provides data entry, scanning, indexing and clerical services to large corporations, banks, universities and federal agencies.

In 2001, after a series of extreme ups and down that took ILM from 600 employees at one time to just six at the end of the 1990s, Jason bought the company his father had founded in 1976 and rebuilt it using a different model. He contacted the SBA and ILM successfully applied to SBA's 8(a) Business Development program in 2003. ILM was then able to get the business assistance it needed to qualify for government contracts. ILM has taken full advantage of this opportunity by winning numerous contracts with federal agencies.



Since 2005, ILM's sales have increased more than threefold, reaching \$2.6 million and utilizing 29 employees throughout 2011. Last year, operations were moved to a HUBZone in Fredericksburg, Virginia, and utilizing a loan under SBA's 504 loan program in conjunction with traditional financing, Jason redeveloped a dormant service station into a modern office space.

Jason is also an active member of his community, serving the Rotary Club, Entrepreneurs Organization, and former involvement with the Fredericksburg Technology Council, The Association of Work Process Improvement, the Association of Imaging and Information Management, and the Fredericksburg Triathlon Club.

Washington 2013 | Small Business Persons

Jill Blankenship, CEO

Frontline Call Center 9 Hope Lane P.O. Box 1047 Eastsound, WA 98245 (888) 537-6685

E-mail: jill.blankenship@frontlinecallcenter.com

Frontline Call Center CEO Jill Blankenship is the embodiment of the female entrepreneurial spirit. Jill started her company, Frontline Call Center, in response to the need for steady employment in a rural area. The company specializes in providing inbound and outbound outsourced customer-management solutions with an emphasis on technical support and first call resolution customer service.

Being an innovative thinker with a strong curiosity has helped Jill to make her mark on the call center industry and in her local community, which she supports through her own non-profit organization.

This past year, the company opened a second physical call center location on neighboring San Juan Island. It has 60 full-time



employees and has helped the rural telecommunications call center industry evolve from rural island communities to now having access to the mainland.

The seven-year-old firm used an SBA-guaranteed 7(a) Express loan, now paid in full, for working capital and to purchase equipment.

The company's success is largely dependent on the efforts of its senior management who have years of proven call-center experience. Frontline Call Center has set a standard of excellence that has positioned the company well in the marketplace.

West Virginia 2013 | Small Business Persons

Diane Lewis, Founder, President and CEO

Action Facilities Management Inc. (AFM) 115 Malone Drive Morgantown, WV 26501-2283 (304) 599-6850

E-mail: dlewis@actionfacilities.com

In a little more than a decade, minority entrepreneur Diane Lewis built a company that has grown from just two employees when she started to 276 today. Her business, Morgantown, West Virginia-based Action Facilities Management, Inc. (AFM), specializes in providing a full spectrum of site management services, including security and facilities management. Over the past three years, Diane has led her company to an astounding doubling of its receipts to \$14.5 million. AFM was incorporated in 2003, and has attained great success as a provider of government and commercial contract services.

Diane is a graduate of the U.S. Small Business Administration's (SBA) 8(a) Business Development Program which is designed to help socially and



economically disadvantaged entrepreneurs start and grow companies. AFM is also self-designated as a small disadvantaged business. Prior to starting AFM, Diane held positions as a contract administrator and financial adviser for K-Ray Security, and branch manager of Norwest Financial, both located in Morgantown, West Virginia.

Diane received the 2007 West Virginia Minority Small Business of the Year Award from the SBA, and in 2009 was appointed to the West Virginia University (WVU) Board of Governors by then Governor Joe Manchin. The following year the SBA named Diane the 2010 Minority Small Business Champion for the State of West Virginia.

Wisconsin 2013 | Small Business Persons

Tom Nieman, Owner

Fromm Family Foods 13145 Green Bay Road Mequon, WI 53097 (262) 242-2200

E-mail: tom.neiman@frommfamily.com

When Tom Nieman joined the family pet food business in 1984, Fromm Family Foods (Fromm) was in danger of becoming a relic. Founded in 1904, the company started out producing silver fox furs. The business soon evolved, developing the first commercially available dog and cat distemper vaccine in 1939. Ten years later they introduced the first kibble-style dog food.

By the time Tom took over, the corporate structure and the plant that served the business well in 1960s had become obsolete. With help from a local banker, Tom found an idle feed mill big enough to create a state-of-the art pet food plant. Using SBA 504 financing, the firm renovated the mill and erected new meat processing buildings.



Meanwhile, the company developed a new line of premium "life stage" products and gourmet entrees for dogs and cats. The firm's dedication to high quality has enabled it to build a nationwide network of distributors and independent pet stores. In addition to seeing sales increase from \$26 million in 2009 to \$46 million in 2011, Fromm's staff has grown from 32 full-time employees in 2008 to 102 full-time staff in eight states by 2012.

Fromm Family Foods supports the Wisconsin Humane Society, and donates free food to the canine officers at many local police departments.

Wyoming 2013 | Small Business Persons

Aaron Rodolph, President

Rodolph Brothers, Inc. 1922 Burlington Ave. Casper, WY 82601 (307) 235-3029

E-mail: aaron@rodolphbrothers.com

One can say that Aaron Rodolph had a green thumb by the tender age of 14 when he founded his own lawn care business with the commercial lawn mower his dad bought him. He sold the business at the age of 17 for \$3,500 and embarked on a collegiate career with plans to go to law school. To help pay for college, Aaron, his elder brother and his best friend founded another lawn care company, Rodolph Brothers Lawn Company in 1998. That same year, Aaron bought out his friend's shares and then, in 2001, he bought his brother's share; he has been the sole owner of the company since. Aaron incorporated his business in 2007.



With advice and counsel from the Wyoming Small Business Development Center, an SBA resource partner, Aaron was able to grow the business into a full-service landscaping company specializing in design/build, mowing, irrigation, tree trimming, plant health care, lawn care and snow removal.

The company has grown from three employees to 22 full-time employees, many of whom are veterans who have served on active duty in Iraq and Afghanistan, plus 8 to 10 seasonal employees during peak times and more than \$2.2 million in revenues. The company now has a fleet of 19 trucks and nine trailers.



National Small Business Week

Through our service to more than 425,000 small business clients, ADP understands what it takes to create and build a successful business. We salute the accomplishments of the 2013 National Small Business Week award recipients.



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HR. Payroll. Benefits.

David J. Rader, EVP, SBA Lending Business Executive

Wells Fargo Bank 1455 West Lake Street Suite 306 Minneapolis, MN 55408 (612) 667-6340

E-mail: david.j.rader@wellsfargo.com

For years, Wells Fargo has ranked among the very top SBA lenders in the nation. In FY 2012, it made more than \$1.24 billion in SBA guaranteed loans and supported more than 37,000 jobs, landing the top spot in both categories.

The merger of Wells Fargo and Wachovia doubled the company's size and therefore is no longer defined as a regional bank, but rather a national company, with operations that stretch across the globe. Despite its size the bank defines itself as a community-based, diversified financial services company.



Representing Wells Fargo, David serves on the Wells Fargo Minnesota Leadership Council/Metropolitan Contributions Committee—a group responsible for allocating Wells Fargo charitable giving funds to various non-profit organizations throughout the Minneapolis/St. Paul area. The company and David are also active in Junior Achievement of the Upper Midwest, and the National Association of Government Guaranteed Lenders (NAGGL), as well as numerous other charitable and civic efforts.



2013 Small Business People of the Year!





We proudly sponsor National Small Business Week

Bob Rivers, President, Chief Operating Officer

Eastern Bank 265 Franklin Street Boston, MA 02110 (617) 897-1100

E-mail: r.rivers@easternbank.com

When considering small lenders for recognition by SBA, support for jobs in the community and loans to underserved markets are important factors, and Eastern Bank excelled in both areas. In FY 2012, the Boston-based bank supported 2,297 jobs and made 207 loans to underserved markets. Eastern Bank is the largest independent bank in Massachusetts and the oldest and largest mutual bank in the United States, with \$8.6 billion in assets and 117 offices.

Eastern's commitment to SBA lending has helped it earn the distinction as the #1 SBA lender in Massachusetts for four consecutive years. In addition, Eastern Bank was also named the #1 SBA lender in New England for 2010, 2011 and 2012.

President and COO Bob Rivers has been instrumental in that performance, and directly responsible for all lines of business including commercial, institutional, and retail banking and wealth management.

To help businesses that may not qualify for conventional loans get the funds they



need to start, grow and expand, Eastern Bank offers government-guaranteed Small Business Administration (SBA) loans. The banks experience with processing and servicing SBA-guaranteed loans has earned them the designation as a preferred lender, allowing them to speed up the loan approval process significantly.

As an SBA preferred lender, Eastern Bank works closely with SBA and its government loan guarantee programs to offer an array of SBA loans to its customers.

2013 | Small 7(a) Lender

Thomas J. Huffman, Senior Vice President SBA Lending

Village Bank & Trust 1545 Ellinwood Ave. Des Plaines, IL 60016 (847) 590-7030

E-mail: thuffman@bankatvillage.com

Village Bank & Trust's (VBT) 2012 performance as a small business community lender with the SBA is nothing but impressive, with a growth rate of more than 6,000 percent in SBA lending and more than 940 jobs supported in the community.

A \$900-million Wintrust Community Bank based in Arlington Heights, Illinois, VBT serves local small businesses by providing various lending solutions.

Tom Huffman is a 25-year veteran of commercial/small business banking and a strong advocate of the bank's philosophy to invest in the community.



In the fall of 2011, VBT started an SBA lending unit in order to provide more financing options to the community, including SBA 7(a) and Express loans. VBT is one of only two lenders that actively markets SBA Express loans in the Chicago area. Since the SBA team's arrival, VBT has become a leader in SBA quaranty lending in the Chicago market.

VBT acknowledges that as a community bank they "are big enough to handle \$50 million loans to businesses in the area, yet small enough to hand out cookies and coffee when you come in the bank, lollipops to kids, and even dog biscuits to 'man's best friend." They are large enough to handle the most complex trust and wealth management issues or able to provide a simple free checking account.

Joseph Wolfe, President & CEO

Wisconsin Business Development Finance Corp. 100 River Place, Suite 1 Monona, WI 53716 (608) 316-7136 E-mail: jwolfe@wbd.org

The Wisconsin Business Development Finance Corp. (WBD), headed by Joseph Wolfe, president/CEO, is an SBA 504 Certified Development Company (CDC) and has a stated mission to provide the knowledge, service, and resources to foster economic development solutions that grow jobs, businesses, and communities.

Good solid mission but what about success?

While they have plenty, here is just one example... Lake Shore Dance opened in 1993 offering high-quality dance education taught by highly trained dance professionals. Currently, the studio offers over 55 classes each week in the regular curriculum taught by a staff of 25 and occasionally brings in

master teachers with national and international performance and choreographic experience.

Starting with only one studio it now has three studio locations in Wisconsin but needed to relocate one of those locations. With the help of an SBA 504 loan provided by WBD the owners were able to relocate to a new facility, retain current staff positions, add two new teaching positions and three assistant director full time positions.

Since 1981, WBD has helped fund over 2000 businesses in Wisconsin and produced projects in 71 of 72 Wisconsin counties. This past year, WBD rose to become the 3rd largest producer out of the 255 CDCs in the U.S. WBD participated in projects with over 100 Wisconsin lenders and served as an integral hub in every project.

2013 | Small CDC

Rick Wallace, Executive Director

Community Development Resources 285 So. 68th Street Place, Suite 520 Lincoln, NE 68510 (402) 436-2386 E-mail: rwallace@cdr-nebraska.org

After years of running a highway construction firm, Rick Wallace decided to help others start their own successful companies. Starting out as the Self Employment Loan Fund (SELF), Rick made loans to help low and moderate-income residents in Lincoln start a business. As these businesses grew, they would pay off their loans, which financed new start-ups. In 2003, SELF became Community Development Resources (CDR), and a certified SBA microlender. A year later CDR became a Community Development Financial Institution, overseen by the U.S. Department of the Treasury. Their function was to offer financial products and services to those underserved by traditional financial markets. By 2007, the non-profit was



making loans up to \$100,000 to help local entrepreneurs start or expand their small businesses.

CDR was certified by the SBA as a 504 program lender in 2010. This enabled CDR to expand their services, offering small businesses in Nebraska another source for business financing, while promoting economic growth and job creation. Rick partners with lenders, Chambers of Commerce and economic development groups statewide to promote SBA's 504 loan program. So far CDR has provided capital to more than 250 small businesses in Lincoln, creating more than 500 new jobs, many in economic distressed areas of the city.



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2013 | Dwight D. Eisenhower Awardees - Construction Category

Wesley Stith, Vice President, Small Business Liaison

Clark Construction Group 7500 Old Georgetown Road Bethesda, MD 20814 (301) 272-8437

E-mail: wesley.stith@clarkconstruction.com



Clark Construction Group LLC (CCG) is awarded the Dwight D. Eisenhower Award for Excellence for Construction, in recognition of its completed work on the Department of Defense (DOD), San Antonio Military Medical Center (SAMMC), which resulted in the award of nearly \$145 million in small business subcontracts. The SAMMC is one of the nation's flagship military healthcare facilities.

CCG began as a small excavating company in 1906, and is now ranked among the country's largest general building and construction companies, with revenues in excess of \$4 billion.

In 2006, CCG founded the Strategic Partnership Program (SPP) to assist businesses in the construction industry. The program has been operating in the Washington, DC area, and

was recently launched in Southern California. The SSP is a 10-month executive program developed in cooperation with the Tuck School of Business at Dartmouth College and the U.S. Department of Commerce's Minority Business Development Agency. Since the Program's inception, 217 small businesses have graduated. The graduates have been awarded \$170 million in subcontract awards with CCG.

CCG supports the growth of small businesses through its mentor protégé relationships. The company is currently mentoring four small businesses through the General Service Administration's Mentor-Protégé Program and two firms in the Department of Veterans Affairs Mentor-Protégé Program.

2013 | Dwight D. Eisenhower Awardees – Manufacturing Category

Robert J. Stevens, Chairman and Chief Executive Officer

Lockheed Martin Corporation 6801 Rockledge Drive Bethesda, MD 20817 (610) 354-2634 E-mail: nancy.h.deskins@lmco.com

The Lockheed Martin Corporation (LMC) has greatly surpassed its goals to achieve \$6.4 billion in subcontract awards to small businesses. Headquartered in Bethesda, Maryland, the company is a global security company that is primarily engaged in the research, design, development, manufacture and integration of advanced technology systems, products and services.

LMC's outstanding supplier diversity program has focused on increasing participation of small, diverse businesses in the federal marketplace. It has maximized subcontracting opportunities for small businesses, while remaining committed to setting and achieving high standards of operational excellence with the involvement of small businesses around the country. The

majority of LMC's business is with the Department of Defense (DOD) and other federal agencies.

The Defense Contract Management Agency rated LMC's small business program "Outstanding," the highest rating awarded to a contractor. LMC has been issued an array of prestigious awards for its efforts in ensuring a diverse supplier base. The firm's corporate policy is carried out by the LMC Supplier Diversity Program. LMC participates in DOD's Mentor-Protégé Program for Small Business Innovation Information and Research. Its participation in these programs has assisted in the development of its small business strategic partnerships, and LMC is currently partnered with more than 135 small businesses.

Dr. Eric Evans, Director

E-mail: eevans@ll.mit.edu

Massachusetts Institute of Technology – Lincoln Laboratory 244 Wood Street Lexington, MA 02420 (781) 981-2513

Massachusetts Institute of Technology Lincoln Laboratory (MIT LL), the Department of Defense's largest research laboratory, subcontracts more than \$430 million annually with small businesses, securing more than half of the subcontracts the lab awards each year. MIT LL provides cutting edge research on problems critical to national security in the primary mission areas of space control; air and missile defense; communications; intelligence; surveillance and reconnaissance systems; homeland security; biological defense; air traffic control and cyber security.

The laboratory is a federally funded Research and Development Center operated by the Massachusetts Institute of Technology (MIT) for the DOD. MIT LL exceeded all of its small business goals. During Fiscal Year 2012, the laboratory awarded \$234.6 million in small business subcontracts. Forty-seven small companies were awarded subcontracts in excess of \$500,000 in FY12.

Dr. Eric D. Evans was appointed Director of MIT LL in July 2006. As Director, he is responsible for the laboratory's strategic direction and overall technical and administrative operations. The Laboratory has demonstrated an unwavering commitment to fostering opportunities for small businesses in providing goods and services to support the critical national security work. The results of MIT LL's commitment are outstanding.

2013 | Dwight D. Eisenhower Awardees – Services Category

Dan Batrack, President & Chief Operating Officer

Tetra Tech Technical Services, Inc. 347 E. Foothill Blvd.
Pasadena, CA 91107
(770) 825-7235
E-mail: dan.batrack@tetratech.com

Tetra Tech Technical Services, Inc. (TTTS) is awarded the Dwight D. Eisenhower Award for Excellence for Services for its robust subcontracting program that has resulted in more than \$750 million awarded to small business suppliers and subcontractors over the past five years. TTTS is responsible for nearly \$1 billion in construction contracts with the Department of Defense, Department of Energy and the Environmental Protection Agency. TTTS is a leading provider of engineering, consulting, technical services, and remediation and construction management. The firm also

provides scientific, investigative services through design-build and construction services to small businesses.

Since 1993, TTTS has been approved as a participant in the Mentor-Protégé Program with the Department of Defense (DOD), and with the U.S. Small Business Administration. TTTS has awarded 80 contracts valued at more than \$19.5 million to its protégés. The company was awarded the 2006 Nunn-Perry Award by DOD for its participation in that department's Mentor-Protégé Program. TTTS is the recipient of numerous other awards and recognition



for its subcontracting and small business contracting achievements.

TTTS has had contracts with the Army Corps of Engineers, Defense Energy Support Center, Environmental Protection Agency, Air Force Civil Engineering Center, Department of Energy and the Department of the Navy.

TTTS provides incentives to its subcontractors. The firm has an effective outreach program and continues to execute its best practices to provide numerous opportunities to small businesses.

Ronald Bené Woods, President & CEO

Woods Group Architects, Inc. 2200 Main St. Little Rock, AR 72206 (501) 372-2230

E-mail: rwoods@woodga.com

Ronald Bené Woods initially founded Woods Group Architects, Inc., in the fall of 1992, as Architecture Innovations Group after winning a contract for a 30,000 square-foot multipurpose complex for Philander Smith College, Arkansas's oldest Historically Black College and University. Today, Woods Group Architects, Inc. is one of the largest minority-owned architectural firms in Arkansas and a graduate of the U.S. Small Business Administration's 8(a) Business Development Program. The firm has six employees, and revenues in excess of \$800,000. Its projects include high-profile public facilities; educational facilities, from K-12 to colleges and universities; commercial retail developments; religious facilities; and custom residential designs.



Woods Group Architects, Inc. entered the SBA's 8(a) Business Development Program in 1996 and received several contracts from the U.S. Department of Agriculture and the U.S. Department of Housing and Urban Development during its tenure. These contracts helped provide a solid financial foundation for the company, and it wisely used its experience as a springboard to growth after graduation from the program.

Woods Group Architects, Inc. continues to work on college campuses throughout Arkansas, and continuously receives invitations to collaborate on many of Arkansas' most prominent projects. The company recently collaborated on the William Jefferson Clinton Presidential Library and the new terminal expansion for the Bill and Hillary Clinton National Airport.

2013 | National Subcontractor

Annette M. Theroux, President and CEO

Pro-West & Associates 8239 State Highway 371 NW Walker, MN 56484 (218) 547-3374 E-mail: atheroux@prowastgis.com

Founded in 1987, Pro-West & Associates (PWA) is a woman-owned small business certified in the U.S. Small Business Administration's

Historically Underutilized Business Zone (HUBZone) program. The firm specializes in Geographic Information System (GIS) technology. This technology is used exclusively to create, manage and visualize geographic information that typically can only be seen on maps. The firm provides custom and semi-custom GIS applications, geo-database design, SQL database management and cartographic products. Pro-West has conducted multi-million dollar internal feasibility studies and provides GIS assistance to the Environmental Protection Agency.

The company has been awarded government contracts ranging from several thousand dollars to more than \$5 million



to provide solutions and services that include desktop web mobile mapping applications, system design and integration. Its technical expertise has evolved to meet the changing requirements for web applications, digital maps, mobile solutions and complex analysis. Pro-West's clients include local, state, federal, and tribal governments and the private sector.

The company has used GIS applications to deliver timely and critical flood-stage information to the public in the Red River Valley to detect when their property, buildings, businesses or homes may potentially be flooded. Pro-West also developed a fire mobile program for the St. Cloud Fire Department to help firefighters locate fires before the trucks start rolling.

Michael Lee Anderson, Owner/President/Chief Executive Officer

INTECON LLC 6775 Rangewood Drive, Suite 200 Colorado Springs, CO 80918 (719) 597-2275

E-mail: manderson@inteconusa.com

Michael Lee Anderson, President of INTECON LLC, established the service-disabled veteran-owned small business in 1999 to provide telecommunication, IT, maintenance and operation, engineering hardware and software services, and advisory and assistance services to government and commercial customers. The company has 81 employees and achieved \$17.6 million in revenues last year.

INTECON supports operationally classified programs in the U.S., Korea, Afghanistan and the Middle East. Special achievements for INTECON include: monitoring and providing analysis of radiation contamination from the damaged Japanese nuclear reactor during the Japanese earthquake/tsunami recovery; providing translation and analysis on a Mexican government

sponsored Web site dedicated to anti-drug efforts; and introducing the Health Service Support Estimate Process, now known as the National Integrated Catastrophic Health Events-Preparedness and Response System (NICHE-PRS), to the Federal Emergency Management Agency, which resulted in an invitation to test the system in a national level exercise.

INTECON also supports the U.S. Army with the Persistent Surveillance and Dissemination Systems of Systems (PSDS2), a family of systems which provides high quality video from multiple sensors to support real-time monitoring, decision-making, and forensic analysis. The PSDS2 enable task forces to rapidly disseminate observations and associated video data to detect direct and indirect enemy fire threats.

2013 | Veterans Business Outreach Center

John A. Narciso, Small Business Adviser

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Can just one man so significantly drive the success of an organization? Apparently so in the case of John Narciso and his work on behalf of veteran entrepreneurs and the New York State Veterans Business Outreach Center.

After a 30-year career as a talented and successful U.S. Naval officer and decorated combat veteran, which included varied duties from commanding ships at sea, commanding the Fleet Combat Training Center Atlantic in Virginia and the Fleet Training Center in Florida, among other key billets, John wanted to help his brothers and sisters in arms in the next chapter of their lives. He took that love of service to country and his respect for our nation's service men and women to help those vets transitioning out of the service to consider, start, grow and succeed as small business owners.

John Narciso has served as New York State Program
Coordinator of the Veterans Business Outreach Center (VBOC)
from February 2005 to April 2013, and continues as a Small
Business Adviser today. He has served as a Small Business
Adviser for the New York State Small Business Development
Center in Farmingdale, New York from 1994 until the present.
Veterans Business Outreach Centers are co-located with the
state Small Business Development Center.

Certified as a Senior Business Adviser and holding Advanced Certification in "Veterans Business Issues," John has won numerous awards for his impact on the lives of veteran entrepreneurs, their families, jobs and the U.S. economy.

Bill Regitz, Chapter Chair Hugh MacMaster, District Director

Lancaster SCORE 313 West Liberty St, Suite 231 Lancaster, PA 17603 (717) 397-3092

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SCORE Lancaster is the National SCORE Chapter of the Year. The Lancaster chapter has demonstrated significant growth, showing a 67% increase in total services provided and more than doubling their number of workshop and roundtable attendees over the last 5 years. The chapter has forged a number of strong, collaborative alliances with key influencers, funding resources, community leaders and government officials. The chapter even created the leadership role of VP of Advocacy to spearhead efforts to make the great work of SCORE known at all levels of government. In collaboration with the city of Lancaster, they developed a microenterprise-targeted loan fund providing startup capital and training for new business owners.

SCORE Lancaster has also been a catalyst for improvement and innovation for the SCORE organization as a whole through their development of new programs and client service processes.



They also participated in the development, testing and implementation of new educational programs for clients and mentor training programs for SCORE mentors. The chapter pioneered the roundtable process for serving clients within the SCORE organization and introduced the Net Promoter Score (NPS) process now used for evaluating all chapters.

The chapter is led by Chapter Chair Bill Regitz. Bill was responsible for developing a leadership succession plan and organizational structure for the chapter. He also developed the content and structure for the Lancaster chapter website.

District Director Hugh MacMaster is responsible for forging many of the key alliances between SCORE Lancaster and other organizations, including the implementation of the Simple Steps for Starting Your Business program.

Proud Supporter of National Small Business Week and SBA Lenders Nationwide

NAGGL serves the lenders that participate in SBA's flagship 7(a) loan program—the largest source of long-term capital provided to start and grow small businesses.

Congratulations to all the Small Business Week Honorees!







NATIONAL ASSOCIATION OF GOVERNMENT GUARANTEED LENDERS

Management Team:

Bob Anders; Kel Landis; Michael Painter; Robert Gafael and Michael Becker

Plexus Capital 200 Providence Road, Ste. 210 Charlotte, NC 28207 (919) 253-6355

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There are plenty of small businesses out there looking for investors who are willing to take a risk on them and help them to grow. And in turn, there are investors out there who are looking to help companies grow while getting a decent return on their investment. Plexus Capital is an SBA-licensed Small Business Investment Company (SBIC) that has shown itself ready, willing and able to attract public and private investment capital and employ it efficiently.

Plexus Capital, headquartered in Charlotte, N.C. with a satellite office in Raleigh, N.C, provides growth capital to middle market companies through investments in subordinated debt and equity securities.

Since 1995, Plexus has been approved by the SBA for two SBIC funds, Plexus Fund I, L.P., and Plexus Fund II, L.P. Both funds are identical in terms of organizational structure and investment strategy. The majority of the firm's investments are concentrated in the Southeast and Mid-Atlantic area, and are structured as subordinated debt with detached equity warrants, and are used primarily to fund growth, acquisitions, leveraged buyouts, management buyouts and stock repurchases.

Plexus I has invested \$87.4 million in 28 small businesses, while Plexus II has invested \$146.2 million in approximately 23 small businesses.

Investments by Plexus I and Plexus II resulted in almost 5,000 jobs created and/or retained.











Peter Huff, Founder & Managing Member Jim McBride, Founder & Managing Member

Blue Sage Capital 114 West 7th Street, Suite 820 Austin, TX 78701 (512) 536-1900

E-mail: peter.huff@bluesage.com; jim.mcbride@bluesage.com

Blue Sage Capital invests in a broad spectrum of small businesses that employ people, advance communities and grow the U.S. economy. It invests in small businesses that engage in manufacturing, restaurants, entertainment, machine tools, school uniforms, health care and office furniture, to name just a few.

Blue Sage Capital provides growth capital to middle market companies primarily located in Texas and the Southwest United States. The SBAlicensed Small Business Investment Company (SBIC) invests through two SBIC funds and favors being the first institutional investor in a company. The management team of Blue Sage Capital consists of Peter Huff and Jim McBride.

Blue Sage has invested approximately \$130 million in 13 small businesses.

Blue Sage's strategy is a simple one. It invests in or partners with companies that have the potential to become market leaders, and then helps those companies to advance to the next level of profitability and growth.





Blues Sage investment helps small businesses in which it invests to meet their needs for capital, liquidity and/or diversification, while at the same time achieving top returns for its investors.

Blue Sage's initial SBIC has fully repaid the SBA for its investment in the fund, along with profit participation of \$7.3 million. Blue Sage Capital's second SBIC fund was licensed in December 2012 with private capital of approximately \$50 million.

2013 | Women's Business Center of Excellence

Amber Miller, Project Director

Wisconsin Women's Business Initiative Corporation 2745 N. Dr. Martin Luther King Jr. Drive Milwaukee, WI 53212 (414) 263-5450 E-mail: amber.miller@wwbic.com

For more than 25 years, the Wisconsin Women's Business Initiative Corporation (WWBIC) has consistently provided quality business education, financial awareness and access to capital for low-income women and minorities. As a topperforming SBA Women's Business Center (WBC), the WWBIC has stayed true to its mission to help women gain financial self-sufficiency through entrepreneurship and business ownership.

The WWBIC is a statewide economic development corporation that was among the first of SBA Microlenders and Women's Business Centers. It is also Wisconsin's first certified and funded Community Development Financial Institution (CDFI), a U.S. Department of The Treasury chartered financial



institution. The WWBIC provides loans, financial services and business assistance directly to underserved populations in the Milwaukee area.

At the helm of the center is Amber Miller, who manages multiple programs that have made an economic impact in the local small business community. Since its inception, the WWBIC has served more than 47,000 individuals, directly financed more than 1,660 businesses, assisted in creating or retaining more than 7,600 jobs in Wisconsin, and loaned more than \$29.6 million to small businesses. Each year, the WWBIC increases its impact across the state through the hard work of its 35 person staff and a corps of dedicated volunteers.



Carmen Sunda, Center Director

Louisiana Small Business Development Center (LSBDC) Greater New Orleans Region UNO Jefferson Center 3330 N. Causeway Blvd., Suite 447 Metairie, LA 70002 (504) 831-3730 E-mail: csunda@lsbdc.org



The Louisiana Small Business Development Center (LSBDC) Greater New Orleans Region has a well-documented record of success in assisting small business owners to achieve their entrepreneurial dreams.

Under the leadership of Center Director Carmen Sunda, the LSBDC is Louisiana's largest and most accessible source of assistance for entrepreneurs and the only statewide nationally accredited program that provides business consulting to entrepreneurs at no cost. Through a network of 10 centers, the LSBDC provides high quality one-on-one consulting, training and information resources to help your business start, grow and succeed.

Since 2005, the Greater New Orleans region has been impacted by five hurricanes and an oil spill, which have greatly impacted existing businesses. In spite of the regional challenges, the LSBDC has been able to use them as an opportunity to repurpose its consulting model to focus on rebuilding and growing existing businesses.

With its dedicated staff, the LSBDC works to build and grow small businesses through consulting services, entrepreneurial training programs and business information resources to develop and diversify the Louisiana economy.

Over the last decade, the LSBDC has provided nearly 350,000 hours of entrepreneurial counseling to more than 55,000 entrepreneurs, and offered more than 5,000 training events and seminars to 92,000 attendees. LSBDC services have helped small businesses throughout the Bayou State raise start up and expansion capital, start new companies, and sell billions worth of Louisiana products and services throughout the world.



















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